TERMS & CONDITIONS OF LICENSE

WARNING - LEGAL AGREEMENT

Please carefully read the following legal agreement regarding your use of the Resort Data Processing (RDP) SOFTWARE PRODUCT. By installing, copying, downloading, accessing or otherwise using the RDP software product you agree to be bound by the terms of this agreement. If you do not agree with this agreement, return the system to RDP prior to installation and RDP will refund your purchase price.

NO REFUNDS

RDP offers a full function evaluation system at a nominal price to allow you to test all aspects of the system prior to purchase of a production system. However, **RDP DOES NOT OFFER REFUNDS** on the purchase of any RDP product. It is essential that RDP's evaluation system be used as a test vehicle prior to purchase of a production system if you are unsure of the products exact features and capabilities.

RECITALS

It is understood that RDP is in the business of developing and licensing computer programs and related materials; and you, an end user, desire to obtain the benefits of the RDP product, and by using the RDP product you agree to abide by the terms of this agreement. Therefore, subject to the following terms and conditions, RDP grants to you a personal, non-transferable license to use the within RDP product only as indicated below.

OWNERSHIP

You understand that RDP is the owner of the software product and by accepting this license you do not become an owner, however you do have the right to use the RDP product as defined by this agreement. This license is perpetual, subject only to RDP's termination rights set forth in this agreement.

COPYING RESTRICTIONS

Your license is limited to the use of only a single copy of the RDP programs installed on one computer, accessing a single RDP database. Additional RDP licenses must be purchased for each additional RDP database accessed by the RDP programs. If the multi-user version of the software product is purchased, you may install the single copy of the RDP programs on a Novell NetWare or Windows NT fileserver. You may then access this single copy of the programs, accessing the same RDP database, from an unlimited number of workstations.

Unauthorized copying of the RDP product (including products that have been modified, merged, or included with other software) and the acquisition and use of unauthorized copies of the RDP product may subject you to both criminal and civil prosecution resulting in your having to pay fines, damages, and RDP's attorneys' fees. RDP has the right to terminate the license created by this agreement and to take legal action if the terms of this agreement are breached. RDP has the right to trace serial numbers at any time and in any reasonable manner.

SYSTEM BACKUP

You may make a backup copy of the RDP programs and database to tape or other electronic device for archival purposes and system recovery. It cannot be too strongly emphasized that you should backup your entire system disk each day. All systems can lose data for various reasons, such as power failure, hardware faults, electro-magnetic interference, and other factors. Daily backup will help allow recovery from system problems.

SYSTEM REGISTRATION

The system must be registered with RDP after installation. If the system is not registered it will automatically stop functioning. RDP reserves the right to not register the system if payment is not received in full. The registration date is displayed on the main system login screen.

PURCHASE ON INSTALLMENT BASIS

You may have purchased this RDP product on the understanding that the purchase price includes future installment payments to be made by you to RDP. You are hereby warned that the RDP product has been designed to stop functioning if the future payments are not paid to RDP.

PROPRIETARY RIGHTS OF RDP & NON-DISCLOSURE

a) The RDP logo, product names, software manuals, help screens, and other support materials are either patented, copyrighted, trademarked by or proprietary to RDP. You agree not to remove any product identification or notices of proprietary restriction from the within RDP product. RDP retains exclusive ownership of RDP software, of RDP printed materials, and of RDP trademarks including, but not limited to, Condominium Control System (CCS), Timeshare Condominium System (TCS), Hotel Control System (HCS), Inn Control System (ICS), Vacation Rental System (VRS), and all modules of such RDP products. You agree not to disassemble or otherwise reverse engineer RDP software. All techniques, algorithms, and processes contained in RDP's products or any modification or extraction thereof constitute trade secrets and/or proprietary information of RDP and will be protected by you.

b) You agree to maintain the RDP product in confidence and not to disclose same to third parties except as may be necessary to conduct your business affairs, and as to those to whom you do disclose the within product in accordance herewith, you agree to obtain their written agreement of confidence and nondisclosure along the lines of this provision.

RDP PROPOSAL

The final RDP proposal that was signed by both parties defines many aspects of the system and installation terms, including purchase price, list of modules, training hours, travel costs, initial support period, etc. This proposal is a legally binding document subject to these terms and conditions of sale.

LIMITATIONS ON THE MAXIMUM NUMBER OF UNITS

The RDP product is restricted in the total number of units the system may accommodate. Your proposal lists the number of units your system can manage. If you require a system that can manage more units, an upgraded license is available from RDP at an additional cost.

CHOICE OF LAW

When this agreement is accepted and agreed to in the United States it shall be interpreted in accordance with the laws of the State of Colorado. Otherwise, this agreement will be interpreted in accordance with the laws of the United States or such other law as may be required to protect the legitimate interests of RDP. Should any action be commenced by you concerning the terms and conditions of this agreement or the obligations and duties of RDP hereunder, you stipulate and irrevocably agree that you shall file any such action only in the appropriate court within the County of Eagle, State of Colorado. Should any action be commenced by RDP concerning your obligations and duties hereunder, you hereby confer In Personam jurisdiction over you to the appropriate court within the County of Eagle, State of Colorado.

DISCLAIMER OF SOFTWARE WARRANTIES AND LIABILITIES

A) RDP warrants that the product will perform substantially in accordance with the written materials contained in our product brochure and technical manual. If a customer support agreement is purchased, product updates will be provided that will change the performance of the system. Features in the current system may not exist in future version of the system.

B) The user should recognize that the RDP product, as well as all business application software, is inherently complex and users are cautioned to verify the results of their work. RDP cannot and does not warrant that the functions contained in the within product will meet your requirements or that the operation will be uninterrupted or error-free.

C) RDP software is distributed and licensed "as is". RDP does not provide product technical support, product enhancements or bug fixes unless a Support Contract is purchased.

No Other Warranties

To the maximum extent permitted by applicable law, RDP disclaims all other warranties and conditions, either express or implied, including but not limited to, implied warranties or conditions of merchantability, fitness for a particular purpose, title and non-infringement, and the provision of or failure to provide support services.

Limitations of Liability

To the maximum extend permitted by applicable law, in no event shall RDP be liable for any special, incidental, indirect, or consequential damages whatsoever. This includes without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss arising out of the use of or inability to use the RDP product, or the failure to provide support services. In any case, RDP's liability shall be limited to the price you paid to RDP for the RDP Software product.

INDEMNIFICATION

In the event that you did not purchase or otherwise acquire the within RDP product from RDP directly, you acknowledge your understanding that the person or firm from which you purchased or otherwise acquired the within product is not an agent or employee of RDP and as such, you waive any and all rights that you may have to claim that RDP is in any manner responsible for any disputes that you might have with RDP arising from your dealings with such person or firm on a theory of respondent superior or any other legal theory, and you agree to indemnify and hold RDP harmless of and from any such claim of liability.

RDP Indemnifies and agrees to hold you entirely free and harmless from all claims and actions made or brought by third parties alleging that the product licensed hereby infringes on such third party's copyright, patent or other rights, and from all resulting judgments, damages, liabilities, losses, costs and expenses.

SUPPORT CONTRACT

RDP software is distributed and licensed "as is". However, RDP does provides technical support, product enhancements, and bug fixes as part of the purchase of a support contract. The length of time of initial technical support contract included for your system is specified in the RDP proposal. After the initial support contract (usually 60-90 days), technical support can be purchased on a yearly basis for the price detailed in the proposal. The limitations of the support contract, both for the initial contract period and any renewals, are detailed in the "RDP Support Agreement."

If a business hours support contract is purchased, you may also purchase after hours emergency support, available 365 days a year on a "per call" or "unlimited call" basis. In either case, after hours support is limited to calls of an "emergency nature". RDP allows considerable latitude when determining what an emergency is, however we do not want our after-hours support personnel working on a minor problem for one customer when another customer may have a critical issue to solve.

TERMINATION FOR BREACH

If any one or more of the terms and conditions of this agreement are breached, the license granted by this agreement is hereby terminated. Nevertheless, in the event of such termination, all the provisions of this agreement which operate to protect the rights of RDP shall continue in full force and effect.

LEGAL FEES

In the event that legal action is brought by either party concerning the interpretation of this agreement or the obligations or duties of RDP or your obligations or duties, the prevailing party shall be entitled to reimbursement of legal fees and court costs fixed by the court in any said action.

EVALUATION SYSTEM LIMITATIONS

You understand and agree that if you purchased or otherwise acquired the evaluation system of the RDP product that the same will only function within a very limited span of operational dates.

The evaluation system can be used as long as desired, however, it can not be used as a production system. The production system must be purchased from RDP. All production systems must be registered with RDP after installation or they will cease to function.

PRE-INSTALLATION WARNING

In some cases RDP will pre-install software prior to shipment, including the entry of data specific to your application. This pre-installation is designed to allow the user to become productive with the RDP product more quickly. While RDP makes a "best efforts" attempt to verify all data entered, it is very likely that data entry errors will occur. The user is specifically warned to verify all data entered by RDP. It is your responsibility to verify that the data entered by RDP is correct. After user notification RDP will make corrections to the data entered for up to 30 days after initial installation.

RDP Support Contract - Page 1 of 2

Resort Data Processing, Inc. (RDP) wishes to provide the highest quality technical support to our customers. RDP provides 60 days support with all new systems. After 60 days a support contract must be purchased to continue the support relationship. Support contracts are sold and renewed for a one year period and are subject to this agreement and all provisions of the "Terms and Conditions of Your License". Product updates are included with a support contract.

LIMITATIONS OF SUPPORT CONTRACT

1. RDP software is distributed and licensed "as is". RDP does not provide product technical support, product enhancements or bug fixes unless a support contract is purchased and renewed yearly.
2. The support contract includes product updates with bug fixes, enhancements, product design changes, and new documentation for modules already purchased. While RDP attempts to preserve all existing features in product updates, some product updates may eliminate or change existing features.
3. New products and modules announced by RDP are NOT included as part of the support contract update process unless these new modules are purchased separately by the customer.
4. RDP will provide telephone consulting service which is limited by the provisions below:

A. Average response time to calls is targeted at one hour. Most questions are answered quickly, some take longer. RDP makes a "best efforts" attempt to answer all questions quickly and correctly. RDP makes no warranty, express or implied, relative to advice and suggestions made during on-site or phone consulting. Therefore, in no event will RDP be liable for resulting direct, indirect, incidental, or consequential damages. You are responsible for the consequences of implementing suggestions and advice presented by RDP.

B. Questions directed to RDP support must be limited to the direct operation of the RDP product. While RDP allows a reasonable latitude in the questions answered, it is solely the right of RDP to determine which questions fall into the realm of the direct operation of RDP's products.

C. The customer is allowed one primary and one secondary contact to initiate support calls. For example, a new front desk employee should first talk to the primary RDP support contact at his location. If this individual cannot provide assistance, the primary contact contacts RDP Support.

TERMINATION OF SUPPORT CONTRACT

RDP reserves the right to terminate the support agreement at any time. If RDP terminates the support agreement you will be refunded any pre-paid balance on a pro-rated basis. However, should you elect to terminate this agreement, any pre-paid balance is forfeited to RDP as a retainer fee. This applies to both standard hours support and 24 hour support.

MODEM AND CARBON COPY 32 FOR WINDOWS 9X REQUIRED

A 56,000 baud modem or higher and Carbon Copy version 32 for Windows 95/98 are required to purchase and maintain a support contract. The modem allows RDP support personnel to connect directly with your system and identify problems much more rapidly. Problems that could take weeks to fix can often be solved in a matter of minutes with the aid of a modem.

RDP Support Contract - Page 2 of 2

SUPPORT HOURS AND HOLIDAYS

RDP support contracts provide support during business hours, excluding weekends and holidays. A list of holidays is available on the RDP website at http://www.resortdata.com/support/index.htm. Support hours are from 7:00am to 6:00pm, MST. Business hours support is closed at 3:00 pm on Wednesdays for internal RDP training.

If a business hours support contract is purchased, you may also purchase after-hours emergency support, available 365 days a year on a "per-call" or "unlimited call" basis. In either case, after-hours support is limited to calls of an "emergency nature". RDP allows considerable latitude when determining what an emergency is, however we do not want our after-hours support personnel working on a minor problem for one customer when another customer may have a critical issue to solve.

UPDATE NOTIFICATION VIA RDP WEBSITE - WWW.RESORTDATA.COM

RDP maintains an extensive support website at www.resortdata.com. The information on the website is covered by the terms and conditions of this support agreement. Please be aware that documentation on new features and availability of product updates is posted in the "support" section of the website. Customers should review the website at least once a week for notification of updates and other news. A valid support contract entitles customers to product updates of purchased modules.

PRICE INCREASE FOR MODULES, INTERFACE AND NETWORK CHANGES

The following is a list of all available modules. To determine which modules you have purchased, start the RDP system and stop at the “system login” screen. Your installed modules are listed on this screen.

- If new modules are purchased the support contract is increased by 15% of the new module list price
- There is a $1,000 charge each time interfaces are changed, such as changing the Point-of-sale (POS) interface from a Micros 2700 to Positouch.
- RDP support prices may increase at the termination of a support contract.

Mod	Description	Mod	Description
R0	Reservations, Housekeeping, Travel Agents	RF	Environmental Interface – Turns lights/heat/AC on and off
R1	Front Desk, Night Audit	RG	Phone Actuator – Turns phones on/off at check-in/out
R2	Group Reservations, History, and Billing	RH	Yield Management (Prior to Version 11)
R3	Owner Billing & Receivables	RI	In-Room Movie Interface - Post movie charges to guest folio
R4	Guest History and Mailing Labels	RJ	PNC330 Credit Card Interface (Not supported after 12/31/99)
R5	Dos Report Writer	RK	Housekeeping Interface - Chg room status from room phone
R6	Timeshare Owners	RL	Central Reservations
R7	Call Accounting Interface	RM	Voice Mail Interface – Turns voice mail on/off at check-in/out
R8	Multiple Rate Plans (Prior to Version 10)	RN	Enhanced Rates & Packages
RA	Point of Sale Interface	RP	Guest Itinerary – For booking tee times, shows, dinner, etc.
RB	Enhanced Groups – Room blocking	RQ	Southern DataComm Credit Card Interface (CPS Compliant)
RC	Statistical Reports – Revenue tracking	RR	Internet Reservations direct to RDP database
RD	Extended Housekeeping – Assign maids	RS	Crystal Reports (Windows based reporting and confirmations)
RE	Package plans (Prior to Version 10)	MU	Multi-User Module

USER'S MANUAL

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ABOUT THE MANUAL

OVERVIEW

Welcome to Resort Data Processing! Your Property Management System is backed by over 15 years of experience in the hospitality industry. Through continuous enhancements and improvements, RDP systems continue to remain the industry standard. This manual details the use of the RDP system and covers all aspects, from logging on to creating custom reports. Before getting started, there are a few basics to cover, including:

Pre-Installation Kit
Contacting Resort Data Processing
Manual Layout/Terminology

PRE-INSTALLATION KIT

Each RDP system is pre-installed to meet the customer's needs. Chapter two of this manual is the pre-installation kit. Use these pages (and make copies if necessary) to customize the property management system to meet your needs. The pages in chapter two include information about marketing, source of business, rates, taxes, units, and back-office accounting. If you have not completed a pre-installation kit, please use the pages in chapter two to do so and return them to your RDP sales representative.

CONTACTING RESORT DATA PROCESSING

Contact Resort Data Processing at:

Mailing Address:

Resort Data Processing, Inc.
P.O. Box 1170
Vail, Colorado 81658

Shipping Address:

Resort Data Processing, Inc.
211 Eagle Road
Avon, Colorado 81620

Phone:

Sales: (970) 845-1140

Fax:

Sales: (970) 845-0150
Support: (970 845-0151

Or, visit us on the world wide web at:

www.resortdata.com

MANUAL LAYOUT/TERMINOLOGY

This manual is divided into three sections:

1. User's Manual - intended for day-to-day questions and procedural inquiries.

2. System Administrator Manual - used for more in depth questions, including system configuration, rate structures, system switches, and updating tables.

3. Optional Modules - optional RDP modules, including owner billing, timeshare, and central reservations are discussed in this section.

In order to use this manual effectively, please note the following standards:

Standard	**Representation**
<KEY>	A key on the keyboard. For example, the system prompts: Future reservations for this guest exist. View now?(Y/N**)** <ENTER> = No. Here, pressing the <ENTER> key accepts the default of "No".
BOLD	Any text appearing in bold must be typed exactly as it appears.
Italics	Terms in italics are defined in the glossary.
Bold Italics	References to other manual sections or chapters will be in bold italics**.**
	Tips and other items of special note will appear in italics with an arrow in the left margin.
	Warnings will appear in boldface, italic type.

PRE-INSTALLATION KIT

OVERVIEW

The goal at Resort Data Processing is to make every customer successful with the system as soon as possible. To help achieve this, RDP has developed a "Pre-Installation Kit". Using this kit, RDP is able to install vital property information, making the system functional as soon as possible. The RDP system manual describes in detail how to change any pre-installed information after receiving your software. Filling out the kit completely requires the following information:

General Ledger Chart of Accounts
Seasons
Market Codes
Source of Business
Room Types
People Classifications
Taxes
Rate Plans
Developing People Patterns & Pricing Rate Plans
Room Numbers
Transaction Codes (Guest Charges, Group Charges, Owner Charges)
Call Accounting System Contact
Point of Sale System Contact
In-Room Movie System Contact
Installation Preparation

☒ ***RDP makes every attempt to correctly input the information listed above into your system. However, mistakes are possible. After you receive the system, it is your responsibility to verify that all information has been entered correctly. RDP is not liable for any inaccurate information. Each customer must then enter all reservations, travel agent masters, group masters, packages, etc. RDP does not provide data entry for this portion of the system.***

BACK OFFICE ACCOUNTING

All RDP systems include a powerful and integrated general ledger. You may use RDP's standard chart of accounts or create one of your own. If you elect to use RDP's chart of accounts, it will be pre-installed for you. A complete list of RDP's standard accounts is available on the following page.

If you wish to use your own chart of accounts, please complete the first section of the pre-installation kit.

Please check below which option you would like:

_____ I prefer to use my own chart of accounts and will provide a list with the Pre-Installation Kit.

_____ I would like to use RDP's standard chart of accounts.

CHART OF ACCOUNTS

Listed below are the standard accounts for RDP. On the preceding page, indicate if these accounts should be used or if your own chart of accounts should be used. If you choose to use your own accounts, fill in the account numbers below.

RDP Standard Accounts

RDP Standard Account	Your Account	Description
10002		Cash in Bank
11200		Guest Ledger
11300		City Ledger - Group Masters
11400		Credit Card Company Ledger
11600		Travel Agent Ledger
11700		City Ledger - Owner Billing
20001		Tax 1
20002		Tax 2
20003		Tax 3
20004		Tax 4
20100		Advance Deposit Ledger
20800		Security Deposit Ledger
40100		Revenue - Forfeited Deposits & No Shows
40200		Revenue - Nightly Room Charges
40220		Revenue - Room Charge Adjustment
40250		Revenue - Miscellaneous
40281		Revenue - Local Telephone
40282		Revenue - Long Distance Telephone
40283		Revenue - Operator Assisted Telephone
40701		Revenue - Management Commission Fees
40900		Revenue - Forfeited Security Deposit
50206		Expense - Travel Agent Commission
50399		Expense - Bad Debt, Group Ledger
50499		Expense - Bad Debt, CCard Company Ledger
50699		Expense - Bad Debt , Travel Agent Ledger
50701		Expense - Owner Portion of Reservation
50799		Expense - Bad Debt, Owner Ledger
99999		Clearing Account

RDP Standard Account	Your Account	Description
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		
Property Specific Account		

SEASONS

The system supports up to 26 different seasons. For example, season "A" might be summer and season "B" winter. Another example may have season "A" as weekdays, season "B" as weekends, and season "C" as holidays. The system requires a season for each day of each year. The seasons are entered by month, and the format for each month is YYMM so January of 1999 is 9901, February is 9902, etc. Rates may be defined up to 48 months in the future. Example:

In the above example, all of January (9901) is "D" season. However, in September of 1999 (9909), the first 15 days are classified as season "C", while the last 15 days are in season "A". Each day can be in any one of the 26 seasons.

The following information only applies to those properties that have purchased the Enhanced Rates and Packages module.

In addition to property seasons, it is possible to enter seasons for any outside vendors. For example, a mountain resort may offer packages that include lift tickets. However, the ski area's lift ticket prices vary depending on the time of year, i.e. - early season discount, peak holiday season, and spring skiing. These seasons are entered into a separate RDP table similar to the above example:

At Mt. Massive, season A = Early Season, season B = Thanksgiving, season C = Regular, and season D = Holiday. Lift ticket prices vary depending on the time of year.

If your property deals with outside vendors for package components (skiing, golf, shows, meals, etc.), use the table labeled "Vendor" for any outside entities and the table marked "Property" for the property's seasons. Make copies of the following page as necessary and include them as part of the pre-install.

Seasons Worksheet

On this worksheet, please complete a single line for each month. Up to 48 months in the future can be entered. The format for each month is YYMM. Example: May, 1998 is 9805 and October of 2000 is 0010. Make additional copies of this worksheet if needed.

Property Seasons:

Yr/Month	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
9801	A	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B

Vendor: _____ **(*Only if vendor seasons differ from your own*)**

Yr/Month	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
9801	A	A	A	A	A	A	A	A	A	A	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B	B

MARKET CODES

Market codes are a way of categorizing guests. Some common market codes include Corporate, Leisure, FIT (free independent traveler), SMERF, etc. This information is used to answer the question "Who stays at my property?" When combined with source of business data (see below), this information is extremely useful in deciding where marketing dollars should be spent.

The system requires a two-character market code on each reservation. It can either be numeric, alphabetic, or a combination of the two. For example, 10, 1A, or AA are all valid market codes. The table below contains the example "10 - Military." Please enter your own two-character market codes and a description of each code. Many codes are possible, but most properties use approximately 10-12. If you do not wish to use own market codes, enter "NOT USED" in the table below. The system defaults the market code to the type of reservation (pre-assign, owner, guest of owner, etc.).

Code	Description (20 characters maximum)
10	Military

SOURCE OF BUSINESS

In addition to market codes, each reservation requires a two-character source of business code. Source of business information is designed to answer the question, "How did the guest find out about my property?" Remember that the market code describes who the guest is, and source of business defines how they found out about you. Some common source of business codes are: referral, billboard, repeat guest, Hotel Travel Index, etc. For example, a reservation has a market segment of leisure and a source of business of billboard.

Code	Description (20 characters maximum)
BI	Billboard on I-70

ROOM TYPES

The room type is used to classify groups of room numbers that have the same characteristics and pricing. All rooms must be assigned a type. Some examples of room types are DD for "Double Double", K for "King", 1B for "One Bedroom Unit", etc. You may have as many room types as needed, but RDP recommends defining different room types that vary by rate only.

Two characters that cannot be used in a room type sub-record are "+" and "*". In addition, the following characters cannot be the first character of a room type sub-record:

[\ ] ^ _ ! @ " # $ % & ' ( ) - . /

Room Type Components:

Room Type Code	6 characters maximum. Room type codes display by number and then in alphabetic order on availability screens. Example: 1D (1 double) displays before DD (double double). Room Types CANNOT begin with W, X, Y, or Z.
Room Type Description	26 characters maximum. Displays when a list of room types is accessed in the system and may be printed on confirmations and various reports.
Base Count	The number of people that may stay in this room type without charging for extra people.

Room Type (6 Characters Maximum)	Room Type Description (26 Characters Maximum)

PEOPLE CLASSIFICATIONS

There are four possible "people classifications" in the RDP system. For example, some properties charge for adults and children, while others charge for adults, youths, and children, while still others charge for adults, children, youths, and number of vehicles. The RDP system is flexible enough to handle each of these scenarios and assigns unique room rates for each combination, there is no rigid "$10.00 extra person charge".

Use the table below to designate the people classifications at your property:

People Classification	Used? (YES/NO)	Abbreviated Name (Children = CHLD) (4 Char. Max.)	Full Name (CHILDREN) (12 Char. Max.)	Count in Minimum/Maximum?
1				
2				
3				
4				

The last column, "Count in Minimum/Maximum" is a YES/NO question defining whether or not to count a "people class" in the minimum and maximum counts for a room type. For example, a property may have a policy that "Children under age 10 stay free". In this example, the property would define the people classification of "juniors" as:

People Classification	Used? (YES/NO)	Abbreviated Name (Children = CHLD)	Full Name (CHILDREN)	Count in Minimum/Maximum?
3	YES	JUNR	Juniors	N

TAXES

The RDP system contains "tax categories" as well as "tax codes". The difference between the two is explained below:

Tax Category	The percentage of tax that should be charged to *any item sold* at the property, i.e. - rooms, breakfast, newspapers, postcards, etc.
Tax Code	The code assigned to *guests* staying at the property, i.e. - standard taxes, tax exempt, etc.

Tax Codes

All properties will have at least the following two tax codes, standard (guest is responsible for all taxes) and tax exempt (guest is responsible for no taxes). The middle rows in the following table are provided for any combination other than these two standards, i.e. - wholesalers exempt from hotel bed tax.

Code	Guest is responsible for:
Standard	All Taxes
Tax Exempt	No Taxes

Tax Categories

Use the following table to define your property's tax categories. List each tax (up to four are possible), a tax description, a general ledger account number, and the tax percentage:

	DESCRIPTION	GENERAL LEDGER	PERCENT
TAX 1			
TAX 2			
TAX 3			
TAX 4			

A sample tax category table is completed below:

	DESCRIPTION	GENERAL LEDGER	PERCENT
TAX 1	Bed Tax	20001	3.2%
TAX 2	Sales Tax	20002	8%
TAX 3	N/A		
TAX 4	N/A		

RATE PLANS

Many properties have various rate schedules including RACK, AAA Discount, Corporate Rates, etc. All of these rate schedules may be defined as rate plans in the RDP system. During pre-installation, RDP will enter one rate plan for your property. Additional rate plans need to be entered after the system is received.

Rate Plan Components:

Rate Plan Code	Each rate plan has a 4-character code which may be letters or numbers. Examples: RACK, AAAA, or CORP.
Rate Plan Description	Enter a rate plan description (18 characters maximum) which prints on various statistical reports. Examples: Rack Rates, AAA Discount, etc.
Sequence	The sequence determines what order the system displays the rate plans on the availability screen. Example: Rack rate usually displays first and Comp rate displays last so the reservationist quotes the rates from highest to lowest. The sequence is a 4-digit number. Rack is usually assigned to 0005 and Comp is assigned to 0500. Other rate plans should have a sequence in between which allows for new rate plans to be inserted as needed. If you don't know what sequence to use, number the rate plans in the order they should be displayed, leaving a gap between the numbers (ie - 0050, 0075, 0100, etc).
Market Code	If the market code is specific to this rate plan, enter the code here. Market codes were defined in a previous section. Example: Corporate rate plan is only offered to business travelers who are part of the Corporate market segment. If the market code is assigned to the rate plan, the system automatically uses that market code on the reservation. This field may be left blank if the market code can vary.
Group Only	Enter a NO if this rate set may be assigned to individual guests that are not part of a group. All rates plans with a NO in this field display on the yield management screen when a reservation is being entered. Enter a YES if this rate plan is for guests that are part of a group or company. These rate plans do NOT display for individual guests.
Allow Override	Enter a YES if reservationists are able to override the standard rate plan price.

Please enter rate plans below:

Rate Plan Code	**Rate Set Description (18 characters maximum)**	**Sequence Number**	**Market Code**	**Group Only (YES or NO)**	**Allow Override (Yes or No)**
Rack	Rack Rates	0005	Prompt	YES	No

*Please define rate plans above. However, as part of the pre-installation kit, RDP personnel input **ONE RATE PLAN ONLY**. In addition, the customer inputs ALL packages.*

Developing People Patterns

People classifications define the maximum number of persons allowed in a room type. An "inventory" must be taken at the property to determine the number of people allowed per room type. Use the following table to enter the your property's people patterns.

ROOM TYPE	MAXIMUM # OF PERSONS

Rate Plan Pricing

Now that you have determined the maximum numbers of persons per each room type and defined the four people classifications, use the table on the following page in order to assign rates to each combination of people for each room type. A sample rate plan pricing table follows for one rate plan - RACK for one room type. Assume the property only uses two people classifications, adults and children and the maximum number of people in a room with two queen beds (QQ) is five.

ROOM TYPE	RATE PLAN	CLASS 1 - Adults	CLASS 2 - Chld	CLASS 3	CLASS 4	SEASONA	SEASON B	SEASON C	SEASON D
QQ	RACK	5	0	N/A	N/A	110.00	120.00	130.00	95.00
QQ	RACK	4	1	N/A	N/A	105.00	115.00	125.00	90.00
QQ	RACK	3	2	N/A	N/A	100.00	110.00	120.00	85.00
QQ	RACK	2	3	N/A	N/A	95.00	105.00	115.00	80.00
QQ	RACK	1	4	N/A	N/A	95.00	105.00	115.00	80.00

Use the first table for seasons A - M, and the following table for seasons M - Z.

Columns P1 - P4 represent people class 1 through people class 4.

PLAN	TYPE	P1	P2	P3	P4	A	B	C	D	E	F	G	H	I	J	K	L	M

ONLY USE THIS TABLE IF YOUR PROPERTY PRICES MORE THAN THIRTEEN SEASONS																		
PLAN	**TYPE**	**P1**	**P2**	**P3**	**P4**	**N**	**O**	**P**	**Q**	**R**	**S**	**T**	**U**	**V**	**W**	**X**	**Y**	**Z**

ROOM NUMBERS

Each room is assigned a unique number in the system as well as descriptive labels.

Room Number Components:

Room Number — Enter a unique number for each room at your property. The room number may be numbers and/or letters and may be a maximum of 6 characters. Use preceding zeros for proper sorting. Example: rooms range from 10 to 120 in the property. Rooms 10-99 should be entered as 010, 011, 012, 013, etc. so that rooms 100-120 display after room 99.

Room Type — Enter the room type for each room number. The room type should correspond to the room types previously defined. Example: K was defined for King room types. A "K" should be entered in this segment as well and not "KING". Systems without yield management must limit room numbers to 5 characters.

Guest Requests — The system provides 9 fields to describe various aspects of the rooms such as: view, bed type, floor, smoking/non-smoking, etc. Each field may be up to 3 characters. It is possible to search on these labels for a particular room. Example: "Find a king/non-smoking." Examine the differences in your rooms and enter up to 9 headings in the room number worksheet for these descriptive labels. When entering the information for each room number, enter the appropriate value for each guest request. All 9 headings do NOT have to be used. Example:

Heading	Meaning
FLR	Floor on which the room is located
VEW	View from the room (BCH=Beach, POL=Pool, MTN=Mountain)
NSK	Non-smoking room (NSK or Blank)
HDC	Handicap room (HDC or Blank)
PET	Pets are allowed (PET or Blank)
JAC	Jacuzzi tub in the room (JAC or Blank)
KIT	Kitchen in the room (KIT or Blank)
ADJ	Room number that adjoins this room
MIS	Miscellaneous information about this room

Room Number Example:

		9 Descriptive Fields (3 characters maximum)								
Unit Number	Unit Type	FLR	VEW	NSK	HDC	PET	JAC	KIT	ADJ	MIS
101	DD	1	POL	NSK	HDC		JAC			
204	K	2	MTN			PET		KIT		

Room Number Worksheet

Please enter up to 9 descriptive labels and then enter one line for each room number in the property. The room number may be up to 6 characters. The room type may be up to 6 characters and should correspond to those previously defined. Each of the 9 descriptive labels may be up to 3 characters. Please make additional copies as needed.

		9 Descriptive Fields (3 characters maximum)								
Unit Number	Unit Type									

TRANSACTION CODES (CHARGES FOR GUESTS, GROUPS, AND OWNERS)

Two-character transaction codes should be defined for all charges posted to guest folios, group master accounts, and owner accounts. Transaction codes are alphanumeric and range from code 21-ZZ except for letters that begin with "D" and "S" which are reserved for system use. For example, codes 21, 33, A1, AB and B3 are all valid, but codes 00, 20, D1, S1, etc. are reserved for system use and cannot be used.

Transaction Code Components:

Type of Charge	Indicate whether the transaction code is posted to a guest folio (F), group master account (G), owner account (O), or all 3. Each category has its own ledger in the system. The same transaction code may be defined for 1 or more ledgers.
Transaction Code	Enter the two-character code for each transaction. The system displays numeric codes before alphanumeric codes.
Description	Enter the description that will print on the guest folio or group or owner statement. The description may be up to 28 characters. To enter a receipt number or varying text for each transaction posted, enter an asterisk (*) in the description. When the code is posted, the cursor stops where the asterisk is in the description so the clerk may enter a receipt number or other text. Example: code 25 is "Restaurant Charge #* *". The cursor stops after the "#" allowing the clerk to enter the ticket number from the restaurant charge.
Price	If the price for the transaction code is always the same, enter the price. If the price varies each time the code is posted, leave the price blank and the clerk enters the price each time the code is used.
GL Account	Enter the general ledger account number for this transaction. General ledger account numbers were listed in the first section of the pre-installation kit. Example: code 25 – Restaurant Charge uses GL account number 40400 - Revenue – Food & Beverage.
Total Tax	Enter the total tax percentage for this transaction code. Example: Restaurant charges have a total tax of 11.2% which is broken down into 8% Sales Tax and 3.2% City Tax.
Tax-1	Enter the percentage for the first tax. If there is no tax for the transaction code, leave this field blank. Example: 8%
Tax-2	Enter the percentage for the second tax. If there is no second tax for this transaction code, leave the field blank. Example: 3.28%
Tax-3	Enter the percentage for the third tax. If there isn't a third tax for the transaction, leave this field blank.
Tax-4	Enter the percentage for the third tax. If there isn't a fourth tax for the transaction code, leave this field blank. The sum of taxes 1 - 4 should equal the total tax entered above.

Transaction Code Example

Type (F, G, or O)	Code	Description	Price	GL Acct	Tot. Tax	TAX 1	TAX 2	TAX 3	TAX 4
F	25	Restaurant Charge #*		40400	11.2	8.0	3.2	N/A	N/A

Transaction Code Worksheet

Please enter all transaction codes for guest folios, group master accounts, and owner accounts. The first two transaction codes have been defined by the system: 00-Nightly Room Charge and 20-Room Charge Adjustment. Please complete the GL account and tax portions for these two codes. Make additional copies as needed.

Type (F, G, or O)	Code	Description	Price	GL Acct	Tot. Tax	TAX 1	TAX 2	TAX 3	TAX 4
F	00	NIGHTLY ROOM CHARGE							
F	20	ROOM CHARGE ADJUSTMENT							

CALL ACCOUNTING INTERFACE

Resort Data Processing's Call Accounting Interface is a very powerful feature, which can save both time and money by automatically posting phone, calls to guest folios. The following is a brief description of how the call accounting interface works. Please complete the information listed at the bottom of this page if you have purchased the Call Accounting Interface module.

If you have not purchased the optional Call Accounting Interface module, please skip this page.

There are four components to a successful call accounting interface: the phone switch, the call accounting device, a workstation to receive the phone call records for RDP, and the interface software.

The phone switch is the actual phone hardware. Some common manufacturers of switches are Mitel, Siemens, and AT&T. The switch sends a record of each phone call (SMDR record) to a call accounting device. The device may be a separate PC or may be a small box. The call accounting device puts the surcharge on the phone call according to parameters determined by the property: .50 for local calls, additional 50% added to long distance, etc. The call accounting device then sends the call record with the cost (HOBIC record) to an RDP workstation that posts the phone call to the guest folio. The RDP workstation is a dedicated interface machine that may run more than 1 interface but is NOT used for other front desk functions such as check-in, checkout, etc. Some common call accounting devices are Microcall, Tel-Electronics, Summa, and Informix.

Requirements for the RDP Call Accounting Interface:

A phone switch

A call accounting system which has the ability to interface to a PMS (property management system)

A Novell network

A workstation (the "bridge" computer) dedicated to interfacing to the call accounting device and possibly other interfaces such as in-room movie billing, phone actuator, environmental system, etc.

Please complete the following:

Brand name of your phone switch _____

Brand name of your call accounting device _____

Phone number of the call accounting company _____

Does the call accounting device have a PMS option port? _____

Hardware vendor contact name _____

Hardware vendor phone number _____

POINT OF SALE INTERFACE

Resort Data Processing's Point of Sale Interface is a very powerful optional module which can save both time and money by automatically posting charges from any revenue center directly to guest folios. Revenue centers may be gift shops, restaurants, poolside bars, golf pro shops, etc. The following is a brief description of how the POS interface works and some questions that must be answered to insure a smooth installation.

If you have not purchased the optional Point of Sale Interface module, please skip this page.

There are three components to a successful point of sale interface: the point of sale system, a workstation dedicated to posting POS charges, and the interface software. The point of sale system records sales in a revenue center. When a clerk settles a bill, they have the choice of cash, check, credit card, or room charge. Common manufacturers of POS systems include Micros, Squirrel, Panasonic, and NCR.

Requirements for the RDP Point of Sale Interface:

A Point of Sale System

A Novell network

A workstation ("bridge" computer) dedicated to receiving charges from your POS system. This workstation is dedicated to automatically post restaurant charges and may NOT be used for any other activity.

Please complete the following information and return it to RDP:

Brand name of your point of sale system _____

Phone number for the point of sale company _____

Does the point of sale system have a PMS option port? _____

Hardware vendor name _____

Phone number for hardware vendor _____

IN-ROOM MOVIE INTERFACE

Resort Data Processing's In-Room Movie Interface is a very powerful optional module that can save both time and money by automatically posting in-room movie charges to the guest folio. The charge appears as a line item on the guest folio, with a user-defined description, price, and any applicable taxes, thereby freeing desk clerks from this task and reducing the risk for error. The following is a brief description of how the In-Room Movie interface works and some questions that must be answered to insure a smooth installation.

If you have not purchased the optional In-Room Movie Interface module, please skip this page.

There are three components to a successful in-room movie interface: the in-room movie system, a workstation dedicated to posting movie charges, and the interface software.

The in-room movie system records purchases and room numbers, this information is passed directly to the RDP "bridge computer", which posts the charge directly to the guest folio.

Requirements for the RDP In-Room Movie Interface:

An in-room movie system

A Novell network

A workstation (the "bridge" computer) dedicated to interfacing to the in-room movie system and possibly other interfaces such as call accounting, phone actuator, environmental system, etc.

Please complete the following information and return it to RDP:

Brand name of your in-room movie system _____

Phone number of your in-room movie system vendor _____

Does the in-room movie system have a PMS option port? _____

Hardware vendor name _____

Phone number for hardware vendor _____

INSTALLATION PREPARATION

Thank you for purchasing your Property Management System from Resort Data Processing. To ensure a successful installation, please review this document and complete the preparation items listed.

Hardware Installation

Before you and your staff can be properly trained, the hardware for your system must be fully installed. Your installation dates have been established dependent upon the completion of the hardware installation. If the hardware installation is delayed for any reason, please contact RDP immediately.

Pre-Installation Kit

To expedite the training and use of your new system, RDP pre-installs many features for your property including room types, room numbers, market codes and transaction codes. The pre-installation kit should be completed as soon as possible and returned to your installer. Not only does this save set-up once the installer is at your property, but your installer has the opportunity to become familiar with your property while creating the system.

Training Schedule

Your installer will create a training schedule based upon the training hours included with your system. When scheduling personnel for the training, they must be free of distractions, including phone calls and assisting guests. Training should take place away from the front desk.

System Administrator

One employee should be designated as the "RDP System Administrator" and should be responsible for learning all aspects of the system. This person attends all training sessions and is available for determining property procedures. Many issues arise during training and it is imperative that a representative from the property with the authority to make procedural decisions is present.

Confirmations, Folios, Registration Cards

The RDP system is flexible enough to use your own layout for confirmations, guest folios, and registration cards. Please have samples of each ready by your installation date. If your property needs new forms, please contact RDP's forms division at 1-800-RDP-PAPR (1-800-737-7277).

Modem and Carbon Copy

An external 56.6 KB US Robotics modem is required and must be installed and tested prior to software installation. In addition, Carbon Copy 32 for Windows '95 must be installed and used in conjunction with the US Robotics modem in order for support personnel to access and diagnose RDP software issues.

WHAT INFORMATION SHOULD BE READY FOR THE INSTALLATION?

The following is a list of items that should be compiled before the RDP installer arrives on-site. Some of the items listed may not pertain to your property. If you have any questions about any of the items, please contact your installer.

Reservation Listing

All current reservations must be entered in the RDP system. Before going "live" with the system (generating daily activity), ALL reservations with paid deposits must be entered along with the reservations for the first four weeks after installation. The total paid deposits initially entered into the RDP system must be balanced with a source outside the system to insure the initial starting number in RDP is correct.

An employee should be designated to coordinate the entry of the remaining reservations after the installation. A complete and accurate list of all reservations by arrival date should be ready when the installer arrives on-site.

City Ledger Accounts

A complete list of all city ledger accounts and balance due amounts should also be prepared. The total of city ledger accounts entered into RDP must be verified to a source outside the system before going live with the RDP system.

The city ledger accounts include any groups with direct bill accounts or individuals with a balance due.

Package Plans

If your property uses package plans, a detailed breakdown of all packages by room type must be provided prior to installation. Before reservations can be entered, the package plans must be entered into the system. The listing should include the package price and each component (room charge, meals, activities, gratuities, taxes, etc.) including the price and general ledger account number. If your property has a large number of package plans, please alert your installer so that adequate time for entering packages can be allocated in the training schedule.

Remaining Rate Plans

RDP will enter four rate plans during pre-installation (rack, AAA, corporate, etc.). If your property has additional rate plans, they must also be defined prior to entering reservations. Please have any additional rate plans ready when the installer arrives.

Owner Listing

If your property has owners of individual rooms (condominiums/timeshare), please compile a current name and address list. Each owner has a separate account in the system that contains his name, owner number, owner type, address, taxpayer id., telephone numbers, and miscellaneous remarks. This owner information is entered before or during installation. Please contact your installer for scheduling the input of owner data.

INSTALLATION

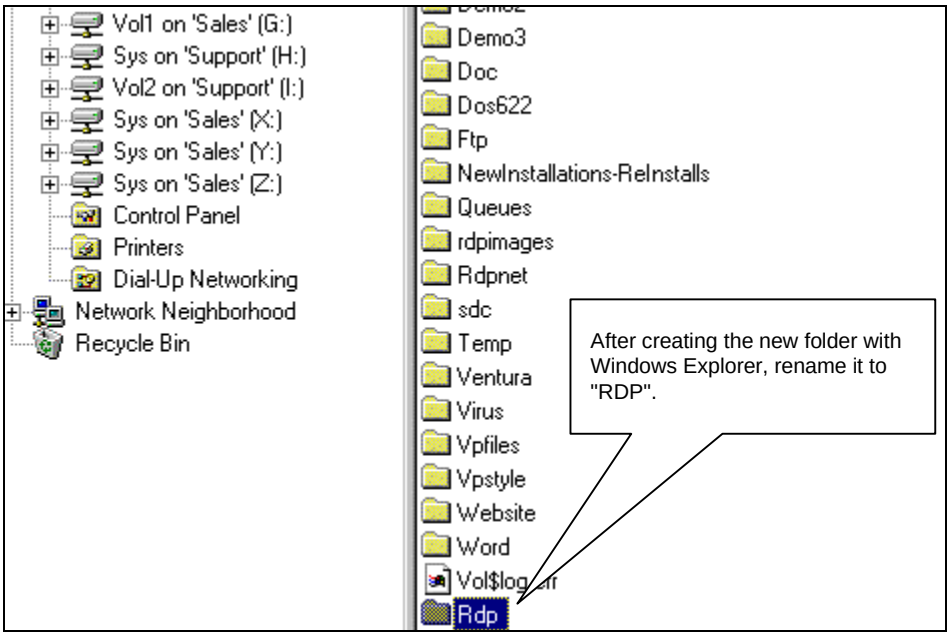
OVERVIEW

This chapter covers steps for using the RDP system and a checklist for installing the system without an RDP installer on-site.

Installing the RDP System Disks
Configuring BTRIEVE
Configuring Pervasive.SQL Version 7.0
Workstation Conventional Memory
Editing the Resorts File
Installation Checklist

INSTALLING THE RDP SYSTEM DISKS

After receiving the RDP system disks, the first step to installing them is to make an RDP folder off of the root directory on the network (or local) drive. The RDP folder must exist off of the root directory in order to receive all system updates. Create a new folder in Windows Explorer (File, New, Folder). Name the folder RDP.

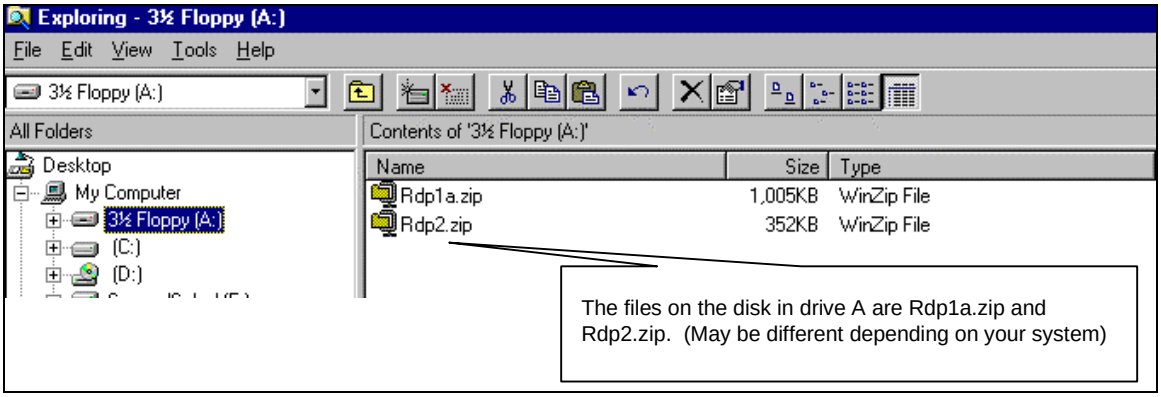


☒ ***RDP does not support loading the software into any folder other than an RDP folder off of the root drive.***

Copy each system disk to the RDP directory using the following steps:

1. Insert Disk 1 into the A drive.

2. Using Windows Explorer and the mouse, left click on A: drive. Files in the A: drive display on the right hand side of the screen.



3. Select all of the files on the disk in drive A:. (Edit, Select All)
4. Copy the files to the new RDP folder. (Edit, Copy, Open the RDP folder, Edit, Paste)
5. Run "Unzip12" from the RDP directory. (Start, Run F:\RDP1200\Unzip12.bat) The F: may change depending on the location of the RDP system on your network or local drive.

   This *DOS batch file* creates all necessary RDP sub-directories and places the programs, files, and data into the appropriate folders.

CONFIGURING BTRIEVE

Now that the RDP software has been loaded onto the network (or a standalone workstation), it is necessary to configure BTRIEVE, RDP's record manager. The BTRIEVE configuration differs for network and standalone users. In this section, both configurations will be explained.

Configuring Version 6.15 (or lower) Multi-User BTRIEVE

1. From the colon (:) prompt at the fileserver, type:

LOAD BSETUP

2. Highlight "Set Configuration" and press <ENTER>, the configuration settings are as follows:

Item	Description
Open Files	Set this to the number of RDP data directories on the fileserver times 50. (With two data directories, live and demo system, set this to 100)
Handles	Set this to the total number of workstations on the network times 50. With 10 workstations, this value should be 10 X 50 = 500.
Locks	Set this to the total number of workstations on the network.
Transactions	Set this to the total number of workstations on the network times 3. With 10 workstations, this value should be 10 X 3 = 30.
Largest Compressed Record	64
Largest Record	5000
Largest Page Size	4096
Cache Allocation	See Chart on Page 3-3
Number of Sessions	Set this to the total number of workstations on the network plus five. With 10 workstations, this value should be 10 + 5 = 15.
Create Files as Transactional	NO
Logging of Selected Files	NO
Create Files in Pre-V6.X Format?	NO
Configure BSTART to load BROUTER?	Set this to NO if only one server is present. If more than one server is being used, set this to YES.

3. Press <ESCAPE> to save this configuration. Press <ESCAPE> again to exit BSETUP.
4. Type BSTART to load BTRIEVE at the fileserver.
5. Add BSTART as the last line to the AUTOEXEC.NCF file. For assistance on this step please contact your hardware consultant or RDP Support.

Multi-User Cache Allocation:

Total Memory on Fileserver	Cache Allocation Setting	Notes
Less than 16 Megabytes	N/A	Upgrade to at least 128 MB.
32 Megabytes	6,000	Upgrade to at least 128 MB.
64 Megabytes	12,000	Upgrade to at least 128 MB.
96 Megabytes	20,000	Upgrade to at least 128 MB.
128 Megabytes	30,000	128 MB is acceptable. However significant performance increases will be seen at 256 MB.
256 Megabytes	50,000	256 megs is a good total RAM as of 9/15/98
512 Megabytes	150,000	512 is a great machine, and it doesn't cost that much

In order to determine the total memory on the fileserver, type MEMORY from the colon prompt (:). (At the fileserver)

Configuring Single-User BTRIEVE

1. From the *RDP prompt* type:

   C:\RDP>**BSETUP**

2. Press <ALT> and <S> at the same time and the press <ENTER> on “BTRIEVE”.
3. Set the parameters using the parameters outlined below.

Item	Setting
Number of Clients	1
Number of Locks Per Client	1
Number of Files	80
Number of Handles	80
Cache Allocation	500 (4 Megabytes of memory) 3000 (8 Megabytes or More)
Largest Compressed Record	64
Create Files in Pre-V6.X Format	X
Log Selected Files	Leave Blank
Perform Index Balancing	Leave Blank
Transaction File Location	C:\RDP

4. Press the <ALT> key and the <S> key at the same time to save the settings.
5. Press the <ALT> key and the <X> key at the same time to exit BSETUP.

6. Add the following lines to the CONFIG.SYS file:

```
DEVICE=\DOS\HIMEM.SYS
DOS=HIGH,UMB
DEVICE=\DOS\EMM386.EXE NOEMS
FILES=99
```

7. Add the following line to the AUTOEXEC.BAT file:

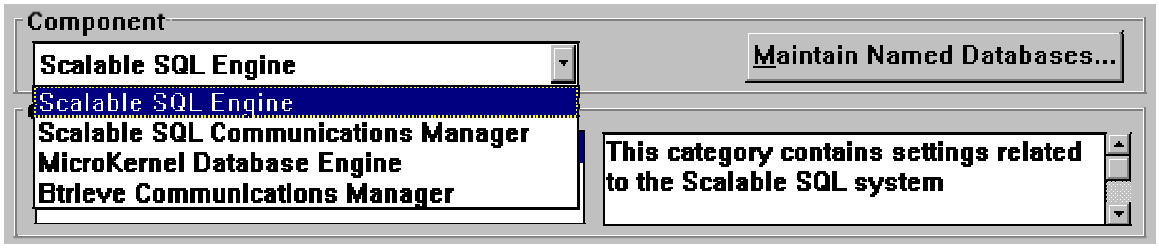
   C:\DOS\SMARTDRV.EXE (Machines with 8 Megabytes of RAM or more)

   C:\DOS\SMARTDRV.EXE 512 (Machines with only 4 Megabytes of RAM)

In order to check the total amount of memory in a single user machine type **MEM** *at any DOS prompt. For assistance with steps 6 and 7 please contact your hardware consultant or RDP Support.*

CONFIGURING PERVASIVE.SQL V7.0

Pervasive.SQL V7.0 contains the following "Components". Each component setting is described in the tables below.



Scalable SQL Engine

There are two categories in the "Scalable SQL Engine" component, System Configuration and Trace File Control.

System Configuration Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Enable External Procedures	Advanced: Specifies whether Scalable SQL will load the Inscribe component.	Default	Off
External Sort File Directory	Specifies the directory in which you want Scalable SQL to store the temporary files it creates during certain processes. This directory must exist before Scalable SQL accesses it.	Default	SYS:SYSTEM
Isolation Level	This option allows you to set the isolation level Scalable SQL uses if an application fails to set one. Cursor Stability: row- or page-level locking.	Default	Cursor Stability
Communications Buffer Size	(Windows NT only) Specifies the size of the communication buffer (in bytes) that is used by the Scalable SQL engine and the Local Interface DLL to communicate. Each worker thread allocates a memory buffer of this size.	Default	16384
Worker Threads	Windows NT only, Advanced) Specifies how many worker threads Scalable SQL initially spawns to handle client requests. (Scalable SQL may dynamically spawn additional worker threads as needed.)	Default	3
Check Table Definitions	Advanced: Specifies whether Scalable SQL will check the table definitions stored in the DDFs against the actual data file definitions.	Default	Off

Trace File Control

Setting	Pervasive Description	RDP Recommended Setting	Default
Scalable SQL Logins/Logouts	Advanced: Specifies whether to enable the trace feature to record database login and logout activity to a trace file.	Default	Off
Failed Scalable SQL Logins	Advanced: Specifies whether to enable the trace feature to record failed database login attempts to a trace file.	Default	Off
All Other SQL Calls	Advanced: Specifies whether to enable the trace feature to record all data definition and data manipulation activity to a trace file.	Default	Off
Trace File	Advanced: Specifies the file where Scalable SQL should write trace information.	Default	SYS:SYSTEM\SSQL.LOG

Scalable SQL Communications Manager

Server Communication Configuration

Setting	Pervasive Description	RDP Recommended Setting	Default
Number of Sessions	Specifies the maximum number of remote tasks that can access the server at any given time through each of the supported protocols. The same number of sessions are allowed for each protocol.	Default	15
Communications Buffer Size	Advanced: Specifies the size of the buffer (in bytes) that the server communications component uses to read packets from the OS communication layer.	Default	16384
Number of Communications Threads	Advanced: Specifies how many communications threads are spawned to handle client requests. These threads are the elements that actually perform file operations on behalf of the client process. Each supported protocol spawns this number of threads.	Default	3
Receive Packet Size	Advanced: Specifies the size of the packets received by this component. This setting applies to SPX communications only.	Default	1500
Supported Protocols	Specifies which communications protocols to enable.	Default	Novell SPX Novell TCP/IP

Microkernel Database Settings

There are six categories in the Microkernel Database Settings, including:

- File Settings
- Memory Resources
- Client/System Transactions
- System Resources/Directories
- Trace BTRIEVE Operations
- NetWare Only Settings

File Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Open Files	The maximum number of unique files that can be open at one time. This value represents the maximum number of physical file handles that the MicroKernel can open.	50 * Number of Resorts	20
Handles	The maximum number of logical file handles that the MicroKernel uses at one time. Each file can be opened by multiple client instances, resulting in different logical handles for the same physical file handle.	50 * Number of Workstations	60
Index Balancing	Specifies that the MicroKernel should attempt to balance existing index pages rather than create a new one whenever an index page in a file becomes full.	Default	Off
Archival Logging of Selected Files	Controls whether the MicroKernel keeps an archival log of operations executed on selected files. If you turn off this setting, the MicroKernel does not perform archival logging.	Default	Off
Create File Version	Controls file format version of files created by the MicroKernel.	6.X	7.x
System Data	Controls the type of system data stored in files created by the MicroKernel.	Default	If Needed
Maximum Databases	Sets the limit for the maximum number of databases this MicroKernel can open. The MicroKernel requires approximately 800 bytes of memory for each open database.	Default	10

Memory Resources

Setting	Pervasive Description	RDP Recommended Setting	Default
Cache Allocation	Specifies the size of the cache (in kilobytes) that the MicroKernel allocates. The MicroKernel uses this cache for all Btrieve file accesses. Allocate a cache size no larger than the sum of the sizes of the files you are using.	See Table Above	1024
Communication Buffer Size	(Formerly Largest Record Size) Specifies the maximum size of the communication buffer (in kilobytes) that the MicroKernel can submit or return. Each worker thread allocates a memory buffer large enough to accommodate this maximum length of data.	Default	16
Largest Compressed Record Size	Determines the size of a buffer (in kilobytes) used when accessing files created with the Data Compression file attribute. If you do not use compressed files, set this value to 0.	64	5
Extended Operation Buffer Size	Advanced: Specifies the size (in kilobytes) of the buffer required to handle extended (multiple record) operations.	Default	16
Sort Buffer Size	Advanced: Specifies the maximum amount of memory (in kilobytes) that the MicroKernel can allocate for sorting purposes during run-time creation of indexes. If set to 0, the MicroKernel allocates as much memory as needed.	Default	0

Client/System Transactions

Setting	Pervasive Description	RDP Recommended Setting	Default
Transaction Durability	You turn this setting on to instruct the MicroKernel that system transactions containing user transactions must be completed when a client issues the End Transaction operation and before the MicroKernel returns the successful status code to the client.	Default	On
Operation Bundle Limit	Advanced: Specifies the maximum number of operations (performed on any one file) required to trigger a system transaction. (Transactions are also dependent on the time limit setting.)	Default - Do not change	1000
Initiation Time Limit	Advanced: This setting specifies the time limit (in milliseconds) that triggers a system transaction. (Transactions are also dependent on the bundle limit setting.)	Default - Do not change	10000
Log Buffer Size	Advanced: This setting specifies the size of the buffer (in kilobytes) the MicroKernel uses when logging. You can enhance performance by increasing the log buffer size, because the MicroKernel writes the log information to disk less frequently.	Default - Do not change	64
Transaction Log Size	Advanced: This setting specifies the maximum size (in kilobytes) of a log segment file. When the log file reaches its size limit, the MicroKernel closes the old log segment file and starts a new one.	Default - Do not change	512

System Resources/Directories

Setting	Pervasive Description	RDP Recommended Setting	Default
Active Clients	Each MicroKernel-based application is a client of the MicroKernel. This setting specifies the maximum number of clients that can access the MicroKernel at one time.	Licenses * 2	30
I/O Threads	Advanced: Specifies how many background I/O threads the MicroKernel spawns. Because the MicroKernel does not spawn additional I/O threads, you should specify the maximum you may need.	Default	4
Wait Lock Timeout	Advanced: Specifies the timeout period (in seconds) that the MicroKernel waits when a Btrieve application fetches a record with a wait lock that is already being locked by another application.	Default	30
Transaction Log Directory	Advanced: Specifies the location of the log segment files.	Default	SYS:SYSTEM/MKDE/LOG
Working Directory	Advanced: Specifies the location of the MicroKernel working directory.	Default	Blank

Trace BTRIEVE Operations

Setting	Pervasive Description	RDP Recommended Setting	Default
Trace Operations	Advanced: Specifies whether to enable the trace feature to trace each API call to a trace file. Developers can use tracing to debug applications. If you turn this option on, you need to specify a trace file.	Default	Off
Trace File	Advanced: Specifies the file where the MicroKernel should write trace information.	Default	SYS:/SYSTEM\MKDE .TRA
Select Operations	Advanced: Specifies a list of Btrieve Operations which will be traced. Move operations from the Traced list using the Del and Del All buttons. Move operations to the Traced List using the Add and Add All buttons.	Default	Several
Number of Bytes from Data Buffer	Advanced: Specifies the size of the data buffer that the MicroKernel writes to the trace file when you enable the tracing feature.	Default	32
Number of Bytes from Key Buffer	Advanced: Specifies the size of the key buffer that the MicroKernel writes to the trace file when you enable the tracing feature.	Default	32

Network Only Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Load BROUTER	Specifies whether the Microkernel should load Brouter	1 Server = No Multiple Servers = Contact Hardware Vendor	Off
BROUTER Communications Buffer Size	Specifies the communications buffer size used by Brouter	Default	16
Runtime Server Support Mode	Specifies the level of Runtime Server Support provided by the Microkernel	Default	Complete Runtime Server

BTRIEVE Communications Manager

Server Communication Configuration

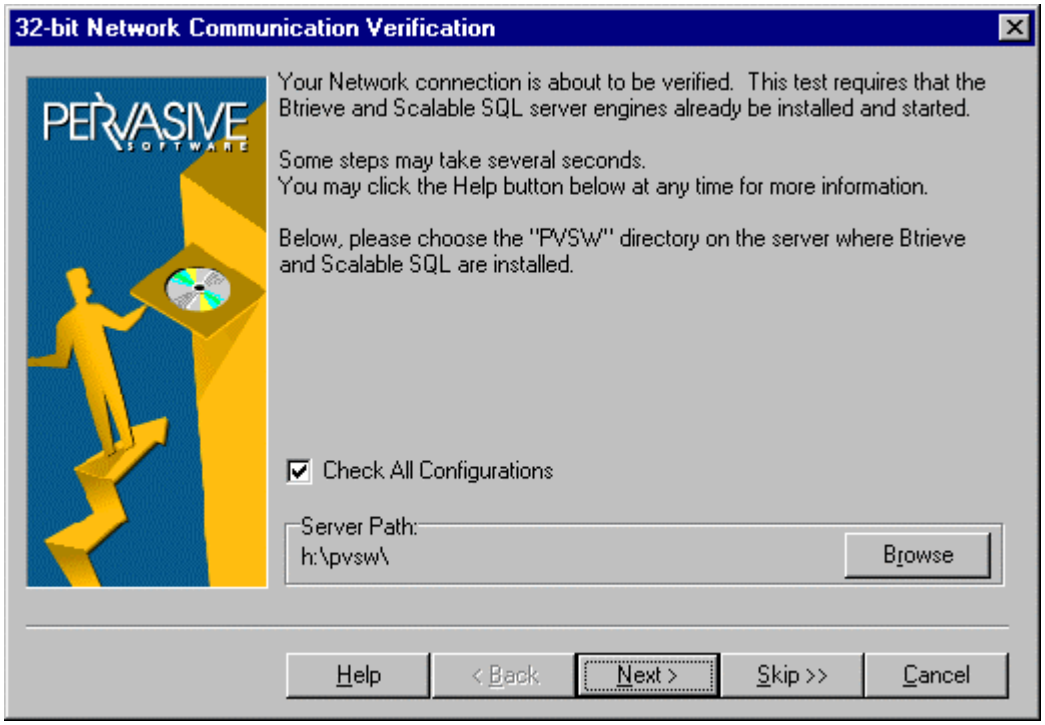
Setting	Pervasive Description	RDP Recommended Setting	Default
Number of Sessions	Specifies the maximum number of remote tasks that can access the server at any given time through each of the supported protocols. The same number of sessions are allowed for each protocol.	Licenses * 2	15
Communications Buffer Size	Advanced: Specifies the size of the buffer (in bytes) that the server communications component uses to read packets from the OS communication layer.	Default	16384
Number of Communications Threads	Advanced: Specifies how many communications threads are spawned to handle client requests. These threads are the elements that actually perform file operations on behalf of the client process. Each supported protocol spawns this number of threads.	Default	3
Receive Packet Size	Advanced: Specifies the size of the packets received by this component. This setting applies to SPX communications only.	Default	1500
Use SAP	Specifies whether or not the Btrieve Communications Manager should use SAP. This setting applies to SPX communications only.	Default	Auto Detect
Supported Protocols	Specifies which communications protocols to enable	For an NT only network: TCP/IP For a network with a Novell Server: TCP/IP, SPx/IPX	

Configuring Pervasive.SQL 2000

Please see the chapter titled ***Windows NT Server & RDP*** for specific instructions about installing and configuring Pervasive SQL 2000.

Troubleshooting Pervasive SQL and Novell Version 5.x

RDP has encountered a path error while verifying network connections while installing Pervasive.SQL on a Windows 95 workstation running under Novell NetWare Version 5.0. The following screen displays as part of the Pervasive.SQL installation process.


32-bit Network Communication Verification
PERVASIVE SOFTWARE
Your Network connection is about to be verified. This test requires that the Btrieve and Scalable SQL server engines already be installed and started.
Some steps may take several seconds.
You may click the Help button below at any time for more information.
Below, please choose the "PVSW" directory on the server where Btrieve and Scalable SQL are installed.
Check All Configurations
Server Path:
h:\pvsw\
Browse
Help
< Back
Next >
Skip >>
Cancel

Normally, the default server path may be accepted and the network connection verification test completes. However, under certain conditions, the installation program returns the following error:

"An error in the communication setting has occurred"

In these instances, RDP has found that using "Universal Naming Conventions" to specify the network path will alleviate the problem. For example, enter:

\\servername\volume\folder

as opposed to:

H:\PVSW

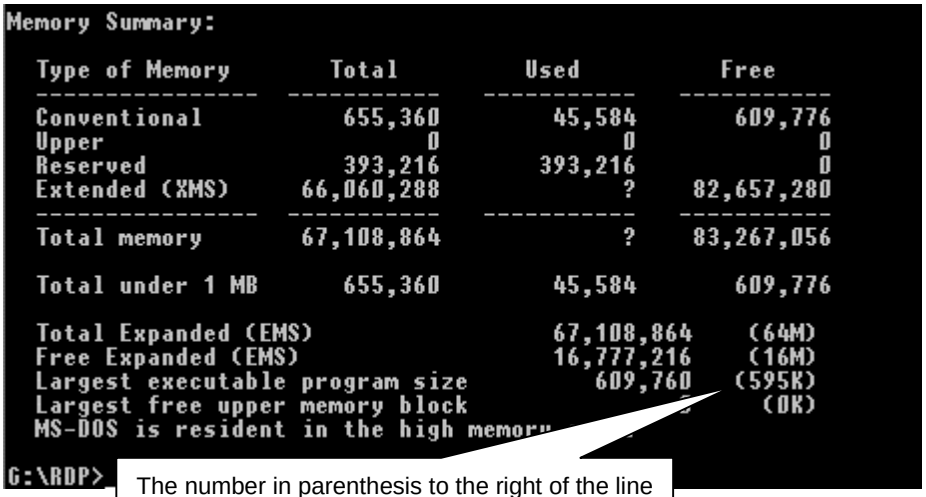
CONVENTIONAL MEMORY REQUIREMENTS FOR RDP WORKSTATIONS

In order to use the RDP system, at least 520 kilobytes (KB) of conventional memory is required AFTER loading BTRIEVE. All computers are limited to a total of 640 KB of conventional memory. Because of this limitation, configure your computer to load a minimal amount of programs into the first 640 KB of memory.

In order to read the amount of conventional memory available on a specific workstation, use the following procedure.

1. Go to the RDP prompt.

2. Type MEM /C. The following information displays.


Memory Summary:
Type of Memory Total Used Free
Conventional 655,360 45,584 609,776
Upper 0 0 0
Reserved 393,216 393,216 0
Extended (XMS) 66,060,288 ? 82,657,280
Total memory 67,108,864 ? 83,267,056
Total under 1 MB 655,360 45,584 609,776
Total Expanded (EMS) 67,108,864 (64M)
Free Expanded (EMS) 16,777,216 (16M)
Largest executable program size 609,760 (595K)
Largest free upper memory block (OK)
MS-DOS is resident in the high memory
G:\RDP>
The number in parenthesis to the right of the line titled "Largest executable program size" must be greater than 520K AFTER BTRIEVE (or BREQUEST) is loaded.

Pay special attention to the above caption, noting that the amount of free conventional memory must be greater than 520K AFTER BTRIEVE (or BREQUEST) is loaded.

Please see the following chapter titled ***RDP Basics*** for more information about loading BTRIEVE.

EDITING THE RESORTS FILE

All RDP systems are shipped with a standard resorts file that appears similar to the one below:

In order to customize this screen to include your property's name, type the following command:

F:\RDP>**EDIT RESORTS <ENTER>**

After pressing <ENTER>, the *DOS editor* displays with the above text included. In order to add your property's name, simply use the *arrow keys* to position the cursor below the "R" in "RDP". Once the cursor is correctly positioned, press the <INSERT> key and type your property's name. Use the <SPACE BAR> or <DELETE> key to erase any extra characters.

To save the updated resort file:

1. Press the <ALT> key.

2. Press the <F> key to display a drop-down box in the upper-left hand corner of the screen.

3. Press the <X> key to exit the DOS editor.

4. The following message displays:

5. Press <ENTER> to accept the *default* of "YES".

INSTALLATION CHECKLIST

In order to use the RDP software effectively, there are certain steps to follow prior to going *"live"* with the system. The system is "live" when all activities are being run through RDP, including check-ins, check-outs, postings, payments, group billing and accounts receivable, etc. The following checklist will be of assistance if your property has chosen to purchase the software without training from an RDP Representative. If you have any questions during installation, please contact RDP Support.

√ Install System Disks with Pre-Installed data.

_____ Configure BTRIEVE

_____ Customize Resorts screen

_____ Double-check all pre-installed data - rooms, room types, rates, transaction codes, etc.

_____ Set all system switches in the System Manager Menu. (109. 219, 319, 419, 420, 421, 422, and 423)

_____ Add any additional rate plans or packages.

_____ Input all reservations with advance deposits. Balance them by running the 766 - Advance Deposit Detail report on the Night Audit Reports Menu. Compare this total to the total from the previous system.

_____ At a minimum, input the current month's reservations. This allows the RDP system to be used for availability. Any future reservations past the current month will have to be made in both the RDP system and the old system in order to avoid overbooking. (It is in the property's best interests to input all reservations as quickly as possible)

_____ Input beginning balances for any group accounts receivables. Run the 516 - City Ledger Aging report off of the Group Reports Menu. Compare this total to the total from the previous system.

_____ If your RDP system includes the R3, Owner Billing module, input beginning balances for all owners and run the 516 - Owner Receivables - One Line report off of the Owner Reports Menu. Compare this total to the total from the previous system.

_____ Input beginning balances on all in-house guests prior to checkout. (This allows a folio to be printed from the RDP system and the guest payment to be off-set against charges)

WINDOWS NT SERVER & RDP

OVERVIEW

This document serves as an overview to the Windows NT installation process. It is NOT intended as the sole reference for installing and configuring a Windows NT Server and the Pervasive.SQL database.

Resort Data Processing strongly recommends the use of a certified Windows NT installer for configuring all hardware. This document defines settings that are proven to maximize performance with the Resort Data Processing property management system. Other applications may require different settings and planning during the Windows NT Server installation.

This document is organized into the following sections:

RDP Server and Client Requirements

Installing Windows NT Server for RDP

Windows NT Users and Groups

Configuring Pervasive.SQL for RDP on the NT Server

Configuring Workstations

Adding an RDP Shortcut to the Windows Desktop

Troubleshooting

RDP SERVER & CLIENT REQUIREMENTS

Windows NT Server Requirements

RDP has the following requirements for a Windows NT Server:

- Windows NT Server Version 4.0
- Pervasive.SQL Version 7.0 (or greater) for Windows NT server
- Pentium 400 MHz server (or greater)
- 256 MB RAM (minimum - depending on property size)
- 6 GB Disk Drive (minimum - depending on property size)
- VGA Monitor
- Mouse
- 100 Bit Network Interface Card
- Tape Backup System

Workstation Requirements

RDP has the following requirements for workstations running under a Windows NT Server:

- Windows '95/'98 workstations
- Pentium 100 MHz (or greater)
- 64 MB RAM
- 100 MB Disk Drive
- VGA Monitor
- Mouse
- 100 Bit Network Interface Card

INSTALLING WINDOWS NT SERVER FOR RDP

Through extensive testing, RDP has determined that the following Windows NT parameters maximize performance for the Pervasive.SQL database software. Please contact RDP support with any questions regarding these installation notes.

1. Install the "NTFS" file system.

RDP uses the Windows NT File System for the following reasons:

A. NTFS was developed specifically for the Windows NT environment, making it faster and more reliable.

B. NTFS offers superior security and allows additional permissions to be assigned at the file level.

C NTFS insures excellent data integrity.

2. Choose "Primary Domain Controller" for the first NT Server on the network.

A Windows NT Server can be installed as a Primary Domain Controller (PDC), a Backup Domain Controller (BDC), or a Stand Alone server. The PDC is an NT Server that authenticates user logins and passwords. Only one PDC can exist on the network and it contains a list of valid users, groups, and account information for the entire network. In order to verify that an NT Server is the PDC, follow these steps:

A. From the "Start" Menu, choose "Programs".

B. Choose "Administrative Tools" and "Server Manager".

C. Highlight the server in question (in most cases there is only one present), the type should be "Windows NT 4.0 Primary". The word "Primary" MUST appear. If not, the NT software should be re-installed.

☒ ***If the NT Server is installed as a Stand Alone server, it cannot be changed to a PDC at a later time without re-installing Windows NT. If the first server is a Stand Alone and a second server is installed as the PDC, all user information entered on the Stand Alone server must be re-entered on the PDC for proper user authentication.***

3. Install "Wired to Network".

4. Install the TCP/IP protocol.

NWLink IPX/SPX is used for communication with Novell NetWare 4.x and prior. If the NT Server is being added to an existing NetWare 4.x or prior Server, IPX/SPX must be installed along with the "NetWare Gateway" service. NetWare 5.x and higher supports the TCP/IP protocol.

WINDOWS NT USERS AND GROUPS

Windows NT users and groups are maintained with the User Manager. Many NT Server functions are simplified using groups. RDP recommends adding a group called "RDP" so that security can be maintained at the group level. Use the following instructions in order to add an RDP group:

1. Click "Start" and choose "Administrative Tools" and "User Manager".
2. Choose "User Menu" and then "New Global Group".
3. Enter the group name as "RDP" and add a description.
4. At this time, the only user that exists in the group is Administrator.
5. Add a user from the "User Menu" and "New User" option.
6. Add the user name, full name, description, password, and confirm the password.
7. Deselect the "User must change password at next login" check box.
8. Check the "Password never expires" check box.
9. Use the "Groups" button and add the user to the RDP group.

Sharing Folders

In order for network users to access and use the RDP system, a folder on the NT Server must be made a shared resource. Two folders are required. The RDPNT folder in "root" and the RDP folder is a sub-folder of the RDPNT folder. RDP recommends sharing the RDPNT directory. Use the following steps in order to designate the directory as shared.

1. From the NT Server, click the "Start" and then "Windows NT Explorer".
2. Add a folder, "RDPNT", in the root. Add a sub-folder in the RDPNT folder called "RDP". The structure on the server appears as "C:\RDPNT\RDP". When a network drive, such as F:, is mapped to the shared RDPNT directory, the directory structure at the workstation will appear as "F:\RDP".
3. Right click on the RDPNT folder and left click "Sharing".
4. Click the "Shared As:" option and use the default name - RDPNT. Once a folder is shared, its security defaults are "Everyone" with "Full Control", meaning all valid NT users have full rights to the directory.
5. Remove the "Everyone" group by clicking the "Permissions" button, highlight the "Everyone" group and click the "Remove" button.
6. Add the RDP group by clicking the "Add" button for a list of groups. Highlight the RDP group and again click "Add". Set the "Type of Access" to "Full Control".

☒ ***All RDP users must have Full Control at the RDP Folder level.***

7. Save all changes.

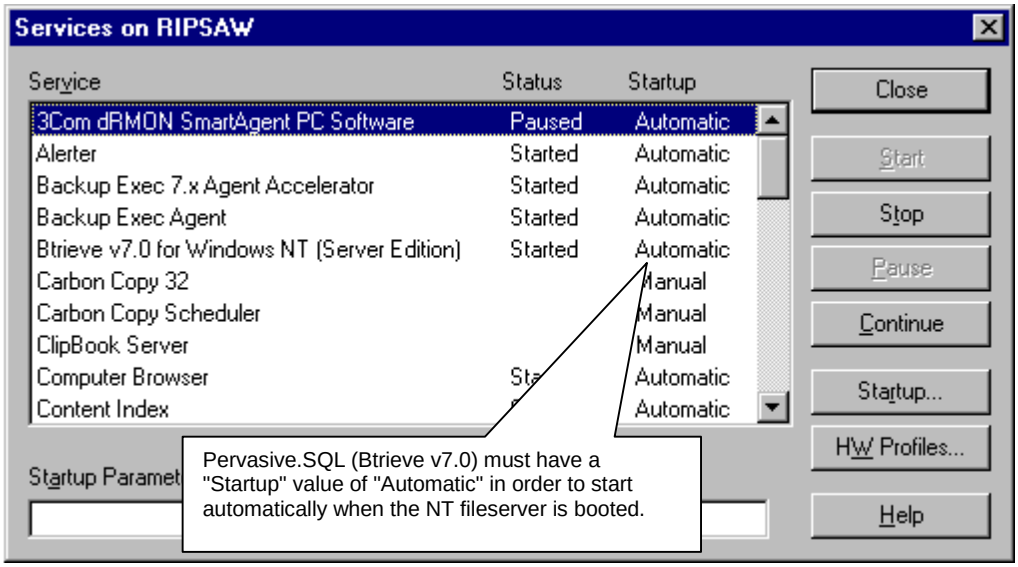
CONFIGURING PERVASIVE.SQL 2000

Pervasive.SQL 2000 is manufactured by Pervasive Software and must be purchased independently of Windows NT Server. For more information on Pervasive, visit their web site at www.pervasive.com.

Pervasive.SQL Installation Notes

Use the following parameters for installing the current version of Pervasive.SQL on a Windows NT Server:

1. Install Pervasive.SQL using the default directory, C:\PVSW.
2. To check the Pervasive.SQL service:
   A. Click on the "Start" button, and then "Settings".
   B. Click on "Control Panel".
   C. Click on "Services". The following window displays.



Notes About the "Services" Window:

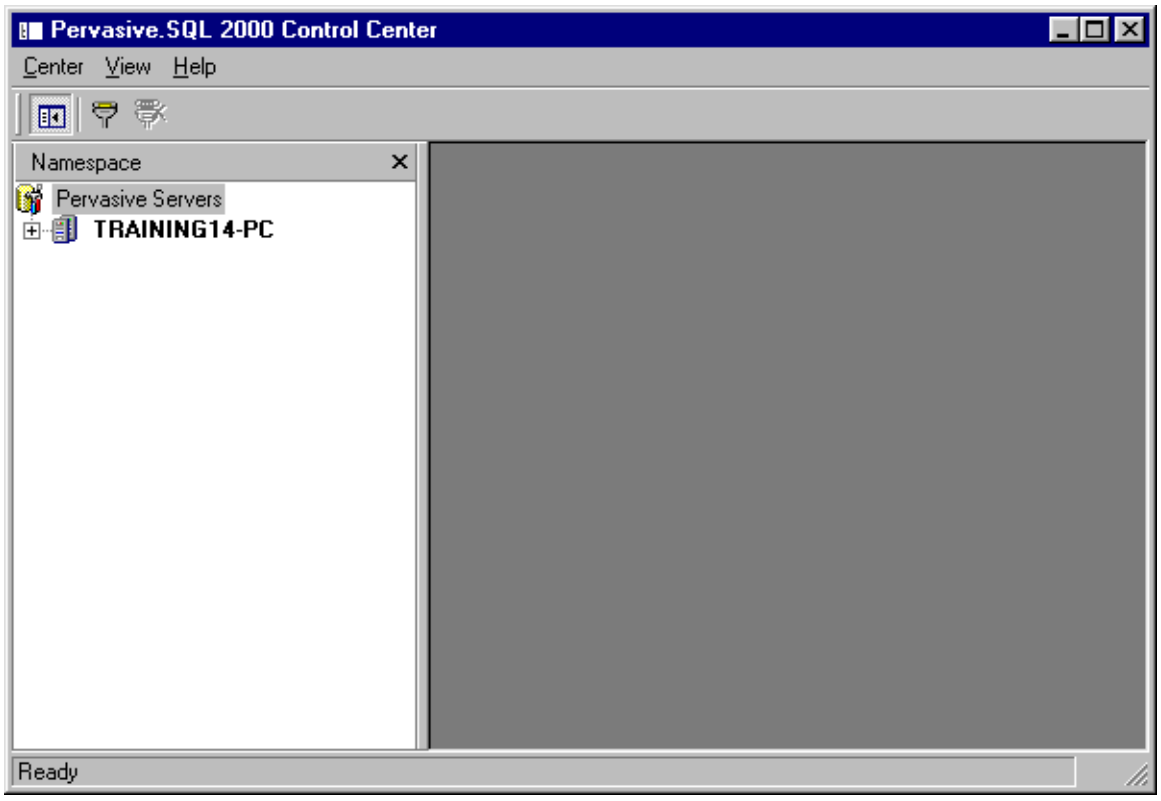
- The P.SQL 2000 service is called "Pervasive.SQL 2000 (Transactional)". RDP does not use the "Relational" side of P.SQL 2000.
- "Startup" (the last column on the right) must be "Automatic" so that P.SQL loads while the server boots.
- If P.SQL is running, the status is "Started". If this setting is blank, the engine is NOT running.
- To stop P.SQL, highlight the service and click the "Stop" button.
- To start P.SQL, highlight the service and click the "Start" button.
- After changes are made to the Pervasive.SQL setup, the fileserver must be re-booted. Although documentation from Pervasive states that changes will take effect by stopping and starting the service, RDP has found that the NT fileserver must be re-booted.

Pervasive.SQL 2000 Settings

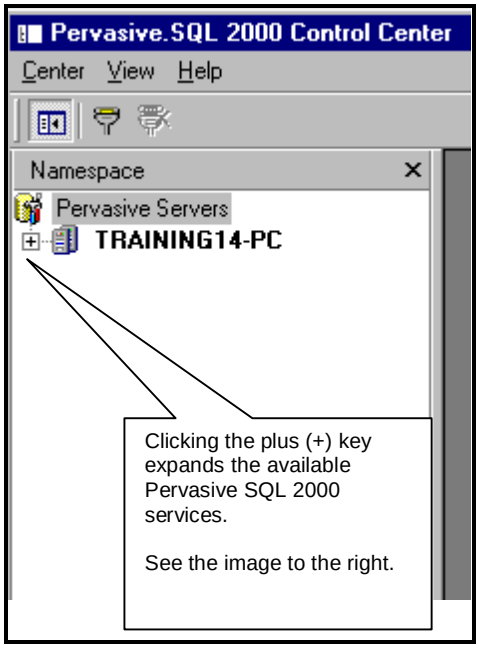
Pervasive.SQL 2000 can be administered from either the NT Server or a workstation. The steps below assume that administration is taking place at a workstation.

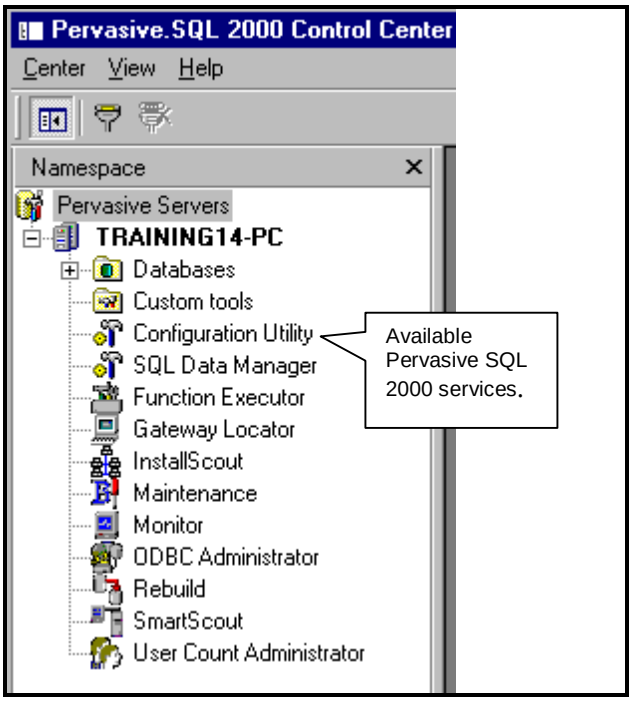
In order to change P.SQL settings, click "Start -> Programs -> Pervasive -> Pervasive Control Center". The P.SQL service on the NT server must be started in order to change settings.

After selecting the setup utility, the following window displays.

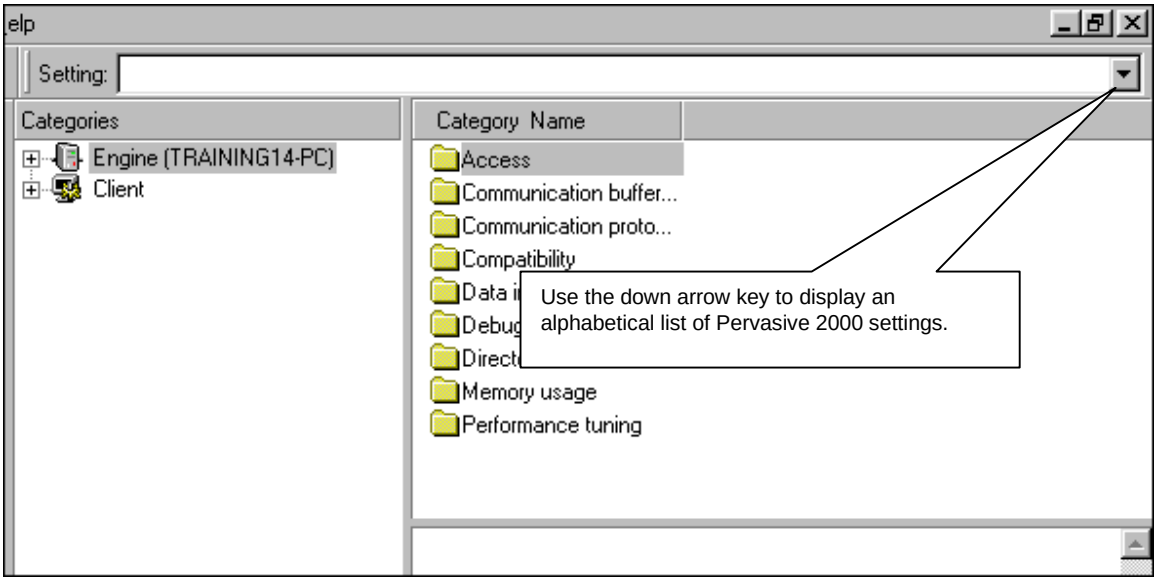


Expand the services offered on the installed server by clicking the plus key (+) to the left of the server where Pervasive SQL 2000 is installed.


Pervasive.SQL 2000 Control Center
Center View Help
Namespace
Pervasive Servers
TRAINING14-PC
Clicking the plus (+) key expands the available Pervasive SQL 2000 services.
See the image to the right.



Select the “Configuration Utility” service. Maximize the window in the right-hand frame, seen below.



Click on the down-arrow to the right of the "Setting" field (see image above) in order to configure Pervasive SQL 2000 for use with the Resort Data Processing property management system. Only change those settings listed below.

Setting	**Pervasive Description**	**RDP Recommended Setting**	**Default**
Maximum Open Files	The maximum number of unique files that can be open at one time. This value represents the maximum number of physical file handles that the MicroKernel can open.	50 * Number of Resorts	20
Logical File Handles	The maximum number of logical file handles that the MicroKernel uses at one time. Each file can be opened by multiple client instances, resulting in different logical handles for the same physical file handle.	50 * Number of Workstations	60
Create File Version	Controls file format version of files created by the MicroKernel.	6.X	7.x
Largest Compressed Record Size	Determines the size of a buffer (in kilobytes) used when accessing files created with the Data Compression file attribute. If you do not use compressed files, set this value to 0.	64	5
Cache Allocation Size	Specifies the size of the cache (in kilobytes) that the MicroKernel allocates. The MicroKernel uses this cache for all Btrieve file accesses. Allocate a cache size no larger than the sum of the sizes of the files you are using.	**IMPORTANT - SEE CACHE ALLOCATION TABLE BELOW**	1024
Active Clients	Each MicroKernel-based application is a client of the MicroKernel. This setting specifies the maximum number of clients that can access the MicroKernel at one time.	Licenses * 2	30
Number of Sessions	Specifies the maximum number of remote tasks that can access the server at any given time through each of the supported protocols. The same number of sessions are allowed for each protocol.	Licenses * 2	15
Supported Protocols	Specifies which communications protocols to enable	TCP/IP and IPX/SPX	

Cache Allocation

Use the following table for determining the cache allocation setting.

Total Memory on Fileserver	Cache Allocation Setting	Notes
Less than 16 Megabytes	N/A	Upgrade to at least 128 MB.
32 Megabytes	6,000	Upgrade to at least 128 MB.
64 Megabytes	12,000	Upgrade to at least 128 MB.
96 Megabytes	20,000	Upgrade to at least 128 MB.
128 Megabytes	30,000	128 MB is acceptable. However significant performance increases will be seen at 256 MB.
256 Megabytes	30,000	256 MB is sufficient for operating the RDP system as of 6/1/99.
512 Megabytes	30,000	512 MB will efficiently operate the RDP system for the foreseeable future.

☒ ***After changing the above settings, the fileserver must be SHUT DOWN and RESTARTED.***

The P.SQL DOS Client or Requester

BReqNT

Start BREQNT.EXE from the \PVSW\Clients\DOS directory to the \RDPNT\RDP directory as part of the batch file to start RDP. This program must be started prior to running RDP000 in the DOS box and allows the workstation to communicate with the Btrieve Server Engine.

BtrBox95 and BDosStub

As part of its installation process, Pervasive.SQL 2000 (P.SQL 2000) client automatically installs "BtrBox", a new requester using two programs, BtrBox95 and BDosStub. The P.SQL 2000 client is required for running windows programs that access the RDP database, i.e. - Crystal Reports.

BtrBox95 is a windows program that runs minimized on the task bar. The only options in this program are "Quit" and "About". BtrBox95 acts as an interface between BDosStub and the P.SQL engine. BtrBox95 can be started using "Start -> Programs -> Pervasive -> Pervasive.SQL 2000 -> Utilities -> BtrBox95". This must be started prior to opening the DOS window to run RDP. In order to automatically run BtrBox95 as part of the workstation boot process, RDP recommends putting BtrBox95 in the Windows startup folder.

BDosStub is the DOS requester, replacing BreqNT (or Brequest). BDOSStub communicates with BtrBox95 and must be started after the DOS box and before RDP000.

Configuring BtrBox95 & BDosStub

After installing the P.SQL Client, copy BTRBOX95.EXE to the Windows startup folder. This will start BtrBox95 automatically every time the workstation boots. Also change the RDP batch file to add BDosStub instead of BreqNT.

C:\PVSW\BIN\BDOSSTUB.EXE
F: (Assuming the RDP system is installed on the F: drive)
CD\RDP
RDP000

CONFIGURING WORKSTATIONS

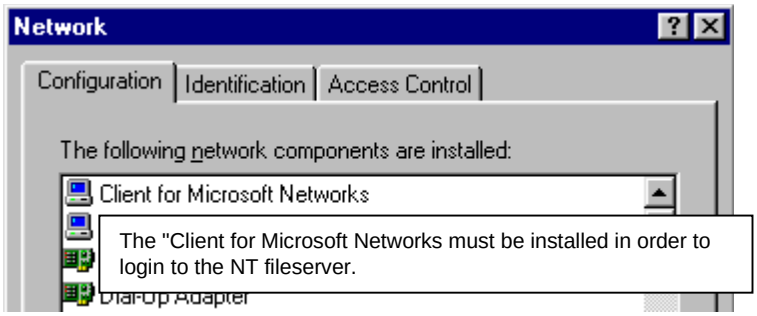
RDP does NOT support using the fileserver as a workstation in a Windows NT (or Novell) environment.

In order to login to the NT server and use the Btrieve client requester (BDOSSTUB), the TCP/IP protocol and the "Client for Microsoft Networks" must be installed.

1. Right click on the Network Neighborhood icon.
2. Select Properties.

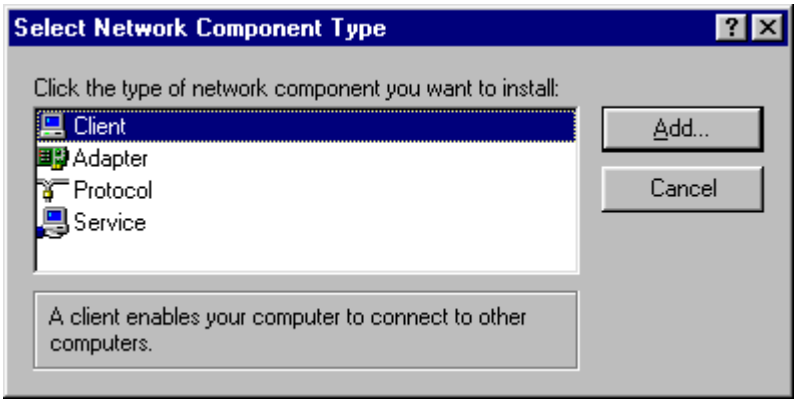
The following window displays. Three network components must be installed in order for RDP to function properly on a Windows NT network. These components are:

1. Client for Microsoft Networks
2. TCP/IP


Network
Configuration
Identification
Access Control
The following network components are installed:
Client for Microsoft Networks
The "Client for Microsoft Networks must be installed in order to login to the NT fileserver.

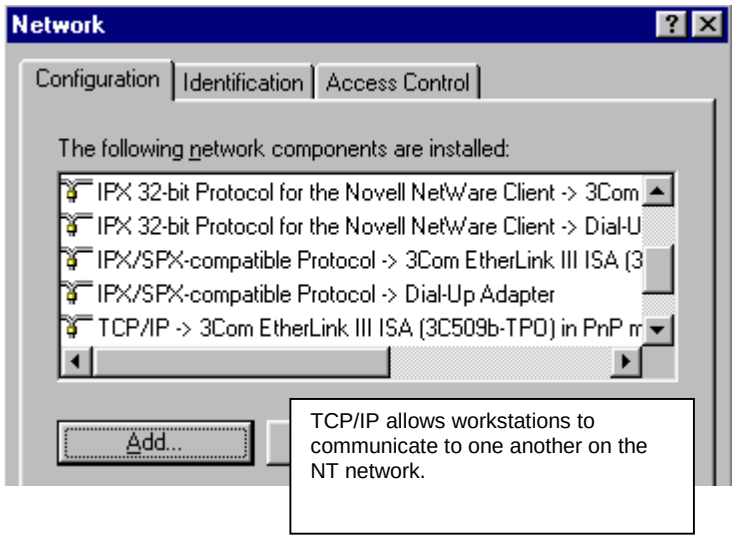
If the "Client for Microsoft Networks" does not appear as an installed component, use the following steps to add it:

1. Click the "Add" button.
2. Select "Client".



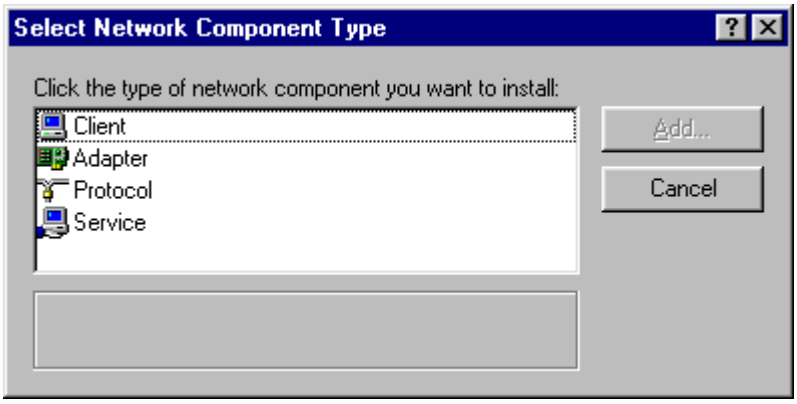
3. Select "Microsoft" as the manufacturer.
4. Select "Client for Microsoft Networks".

Additionally, IPX/SPX and TCP/IP must display as installed components.


Network
Configuration
Identification
Access Control
The following network components are installed:
IPX 32-bit Protocol for the Novell NetWare Client -> 3Com
IPX 32-bit Protocol for the Novell NetWare Client -> Dial-U
IPX/SPX-compatible Protocol -> 3Com EtherLink III ISA (3
IPX/SPX-compatible Protocol -> Dial-Up Adapter
TCP/IP -> 3Com EtherLink III ISA (3C509b-TPO) in PnP m
Add...
TCP/IP allows workstations to communicate to one another on the NT network.

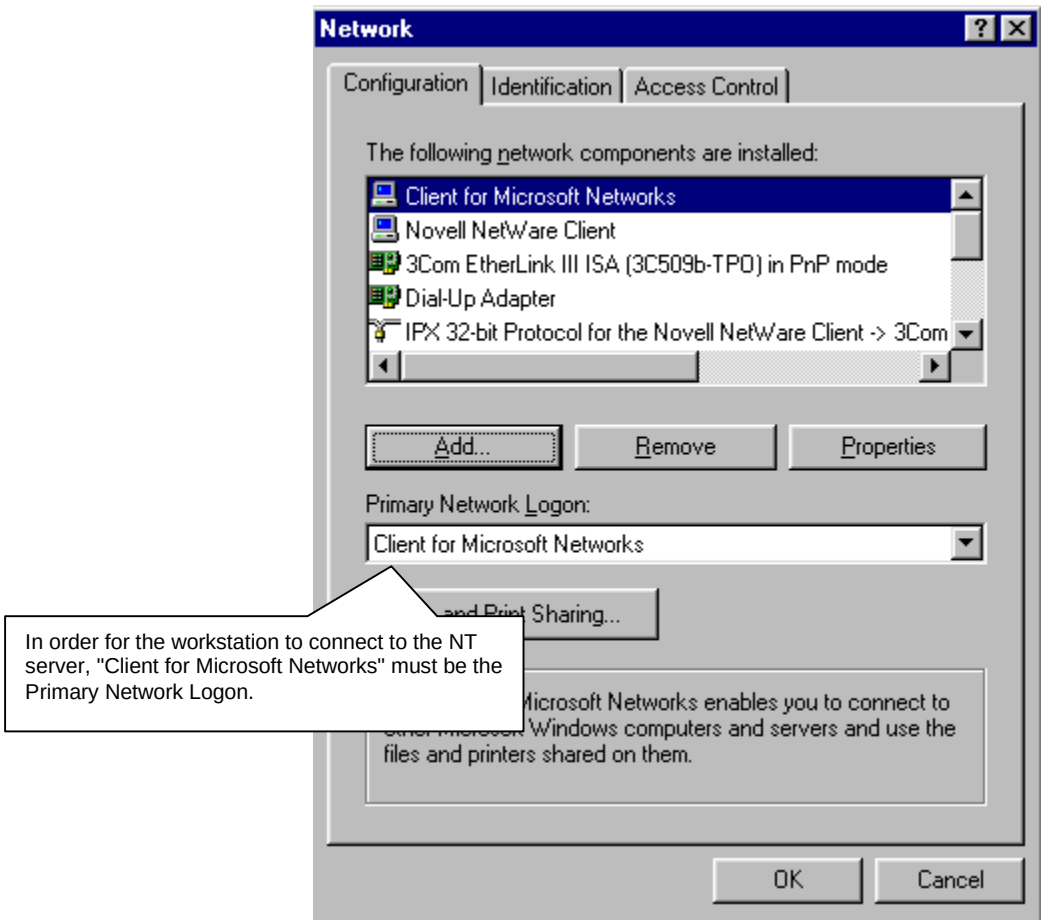
If TCP/IP does not appear as an installed protocol in the workstation's configuration tab, use the following steps for adding them.

1. From the Network Neighborhood Configuration tab (seen above), click the "Add" button.
2. Select "Protocol" from the list of components.



3. Click the "Add" key.
4. Select "Microsoft" as the manufacturer.
5. Select TCP/IP.

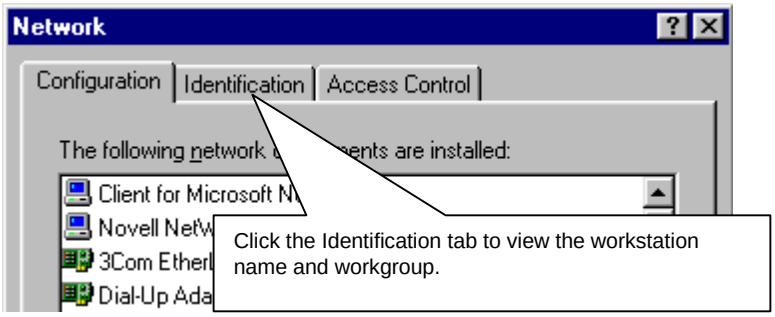
Once all components are successfully installed, be sure that the "Primary Network Login" displays as "Client for Microsoft Networks" (seen below).



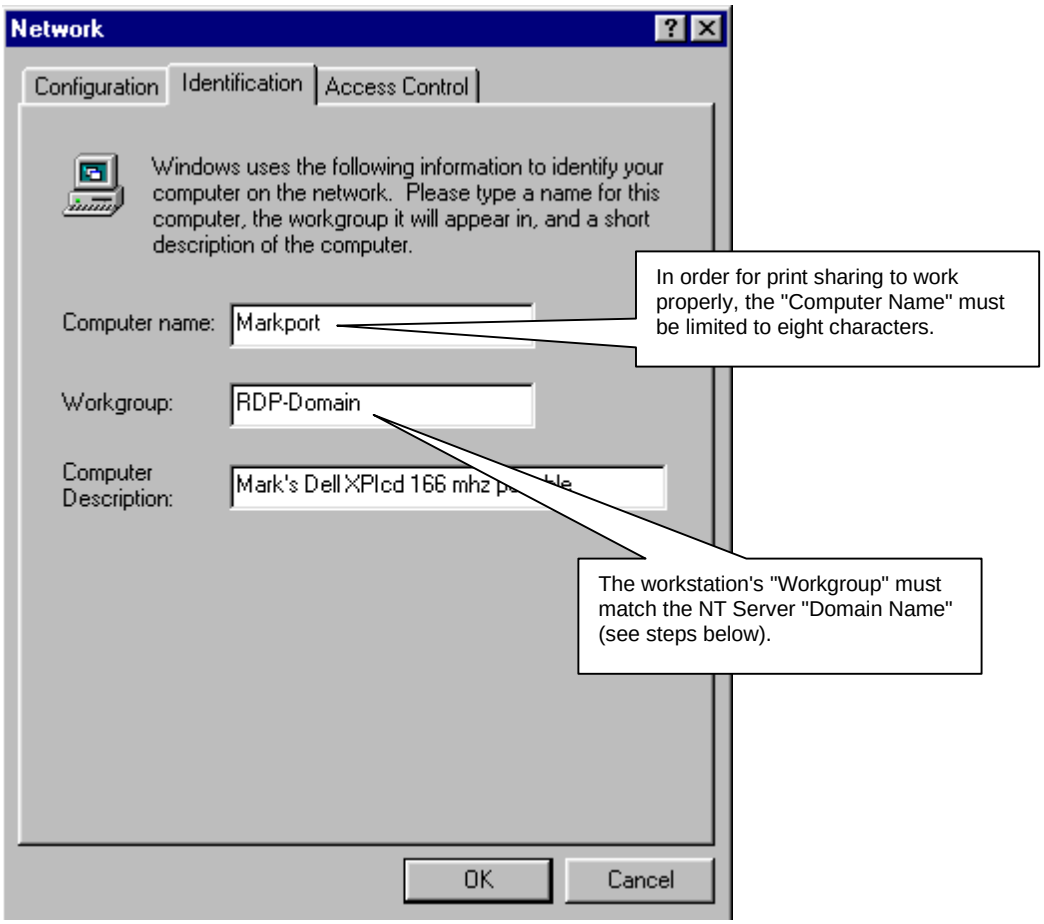
The Workstation Identification Tab

In addition to installing the client and protocol outlined above, also check the "Identification" tab in the Network Neighborhood properties. To view the "Identification" tab, use the following steps.

1. From the Windows desktop, right-click the Network Neighborhood icon.
2. Select Properties.
3. Select the Identification tab (seen below).



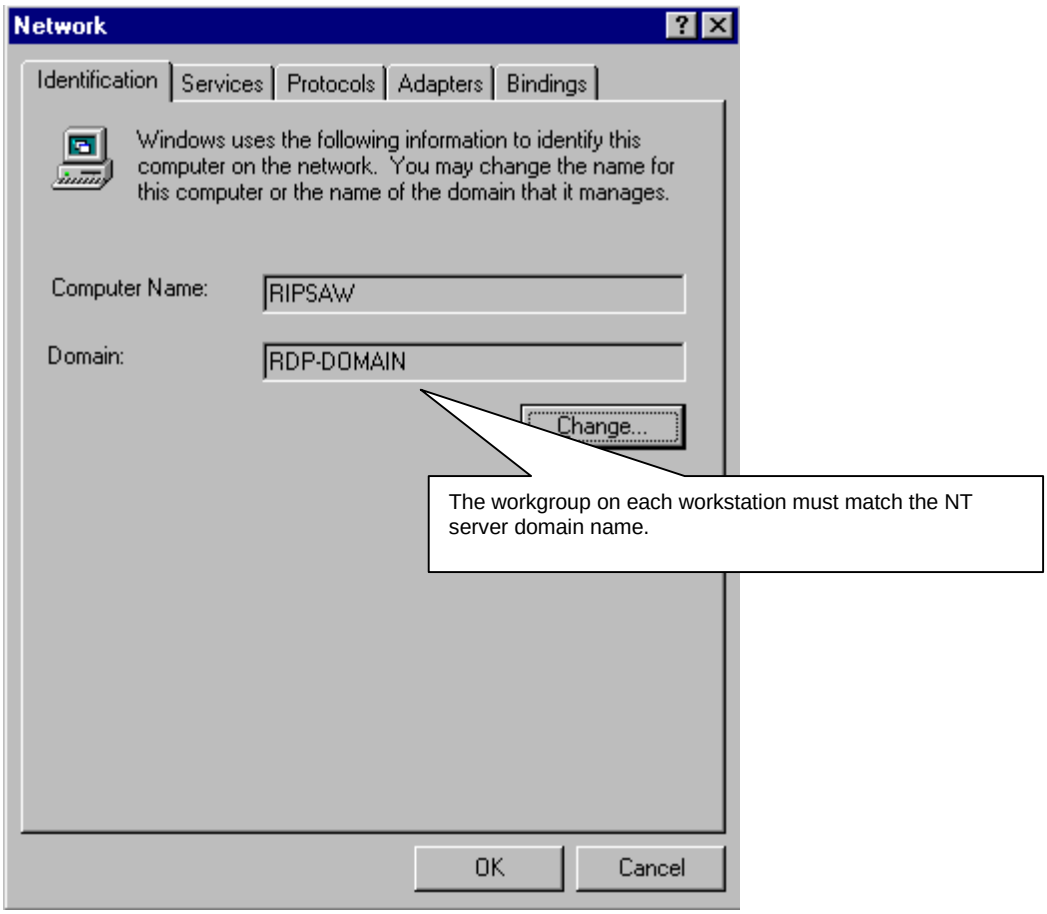
From the Identification tab, make sure the "Computer Name" is limited to eight (8) characters. Also, the "Workgroup" for each workstation on the network must match the Windows NT server domain name.


Network
Configuration
Identification
Access Control
Windows uses the following information to identify your computer on the network. Please type a name for this computer, the workgroup it will appear in, and a short description of the computer.
Computer name:
Markport
Workgroup:
RDP-Domain
Computer Description:
OK
Cancel
In order for print sharing to work properly, the "Computer Name" must be limited to eight characters.
The workstation's "Workgroup" must match the NT Server "Domain Name" (see steps below).

Use the following steps to check the Windows NT server domain name.

1. Go to the Windows NT fileserver.
2. From the Windows desktop, right-click the Network Neighborhood icon.
3. Select "Properties".

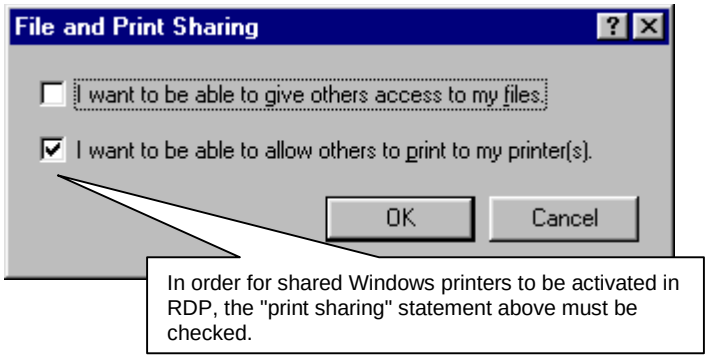
4. From the "Identification" tab, the Domain name is listed, as seen below.



File and Print Sharing

In order to allow multiple users to share a printer connected to a workstation, file and print sharing must be activated. In order to activate file and print sharing, use the following steps.

1. From the Windows desktop, right-click on the Network Neighborhood icon.
2. Select "Properties".
3. Click the "File and Print Sharing" button.
4. Be sure the "I want to be able to allow others to print to my printer(s)" statement is checked.

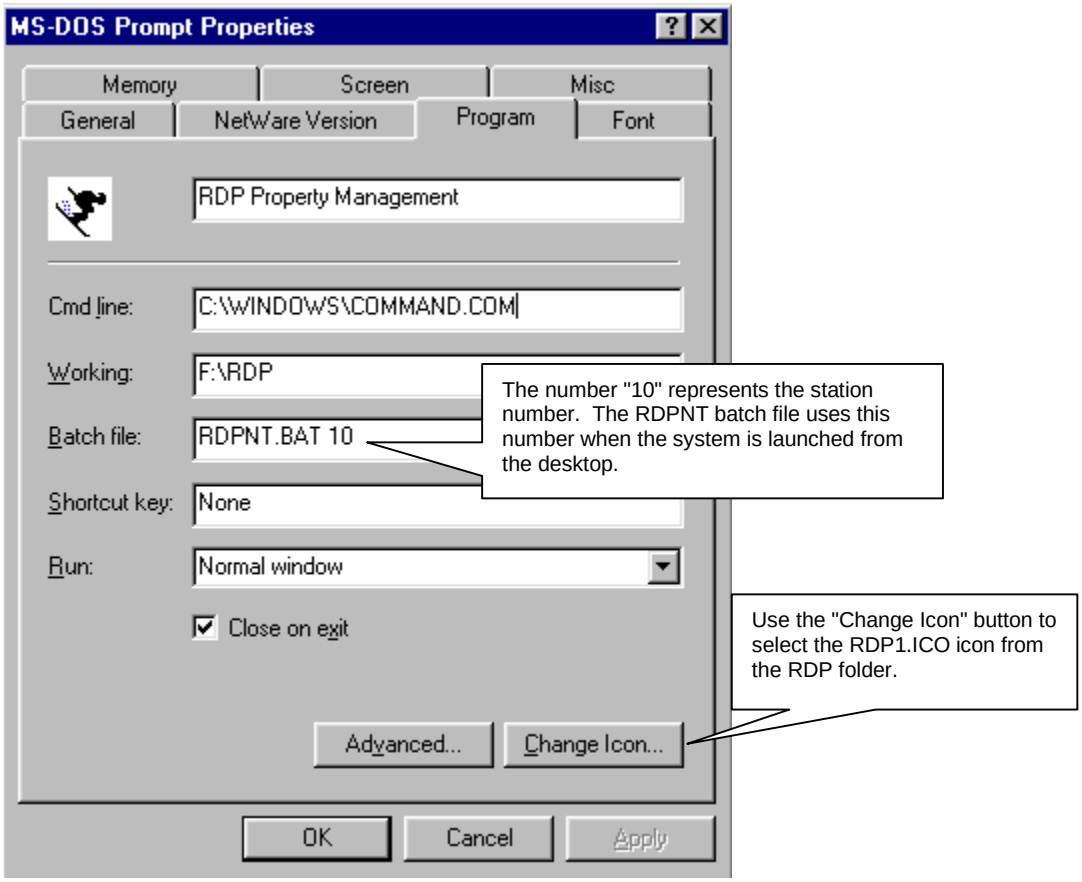

File and Print Sharing
I want to be able to give others access to my files.
I want to be able to allow others to print to my printer(s).
OK
Cancel
In order for shared Windows printers to be activated in RDP, the "print sharing" statement above must be checked.

ADDING AN RDP SHORTCUT TO THE WINDOWS DESKTOP

The RDP shortcut is comprised of an icon and a batch file. Both the icon and the batch file are stored in the RDP directory. Use Windows Explorer to locate the RDPNT.BAT (batch file) and RDP1.ICO (icon) files in the RDP directory. If either file is missing, please contact RDP support.

Adding the RDP Shortcut

1. Open Windows Explorer. Size Explorer so that the desktop is also visible.
2. Open the C:\WINDOWS\START_MENU\PROGRAMS folder.
3. Right-click the MS-DOS icon and copy it to the desktop.
4. Right-click the MS-DOS icon and select "Properties". Select the "Program" tab.

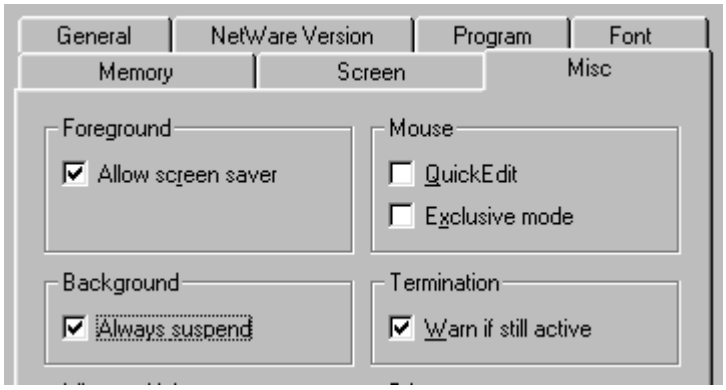


The completed shortcut is displayed above. The batch file, RDPNT.BAT, is followed by the station number, 10, in this example. Each RDP workstation must have a unique station number.

5. The RDPNT batch file consists of the following commands:

```
SET STATION=%
BREQNT /D:5000
RDP000
```

6. To change the icon, click the "Change Icon" button and enter the file name F:\RDP\RDP1.ICO. Click OK.
7. Choose the "Misc." tab.
8. Check the "Background - Always Suspend" box. See the sample screen below.



Normally the RDP system will use system resources anytime it is open. By checking the "Always Suspend" box, the RDP system will "freeze" while minimized, allowing other applications to operate efficiently.

9. Click "OK".
10. To rename the shortcut, right click on the icon and choose "Rename". Type the new name and press <ENTER>.

TROUBLESHOOTING

Btrieve Status 96 - Number of BTRIEVE Users Exceeded

Follow these steps to check the allowed number of BTRIEVE users:

1. Click "Start -> Programs -> Pervasive -> Pervasive.SQL 2000 -> Utilities -> Monitor".
2. On the top menu, click "Options" and then "Connect". Enter in the name of the NT Server.
3. On the top menu, click "MicroKernel" and then "Resource Usage".
4. The maximum number of users that can use the P.SQL database simultaneously is listed under the "Maximum" column for "Licenses in Use".

Cannot Map the RDP Shared Directory

1. Use the Windows NT Explorer on the NT Server to insure the \RDPNT folder is shared. All shared folders have a small hand under the folder icon. If a small hand does not display, consult the instructions listed in the section above titled ***Windows NT Users and Groups***.
2. Verify the current user is part of the user list on the NT Server and also part of the RDP group.
3. Verify that the workstation is part of the same domain as the NT server. To verify:

    A) At the NT Server, check the domain by right clicking on the Network icon and click properties.

    B) At the workstation, right click on the Network icon, click properties and "Identification" tab. The "Workgroup" should match the domain name on the NT Server.

NT Server Performance Seems Slow

Do not use the "Open GL" screen savers on the NT Server. "Open GL" screen savers consume a tremendous amount of CPU resources.

NT Workstations

NT workstations are not supported by RDP because of various Microsoft problems when printing from a DOS application on an NT workstation. See Microsoft's Knowledge Base article Q137065.

BREQNT-11: The IPX Socket Table if Full

1. Right click on Network Neighborhood.
2. In the Network Configuration, highlight the "IPX/SPX protocol".
3. Click on "properties", "advanced", and "max sockets". Most likely, the "max sockets" setting will read "not set".
4. Click on "value" and set it to "20".

Freeing Additional Conventional Memory

Change the CONFIG.SYS as seen below:

1. Edit the C:\CONFIG.SYS file using Notepad, found in the Accessories Group
2. The lines below should be the only lines in the CONFIG.SYS file:

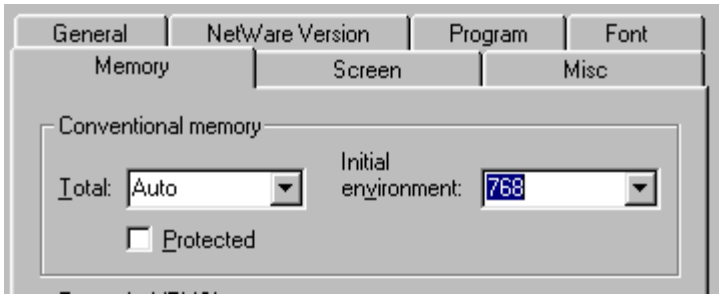
   FILES=99
   BUFFERS=10

3. After adding these lines, save the CONFIG.SYS file and re-boot the workstation.

Error Setting Station Number

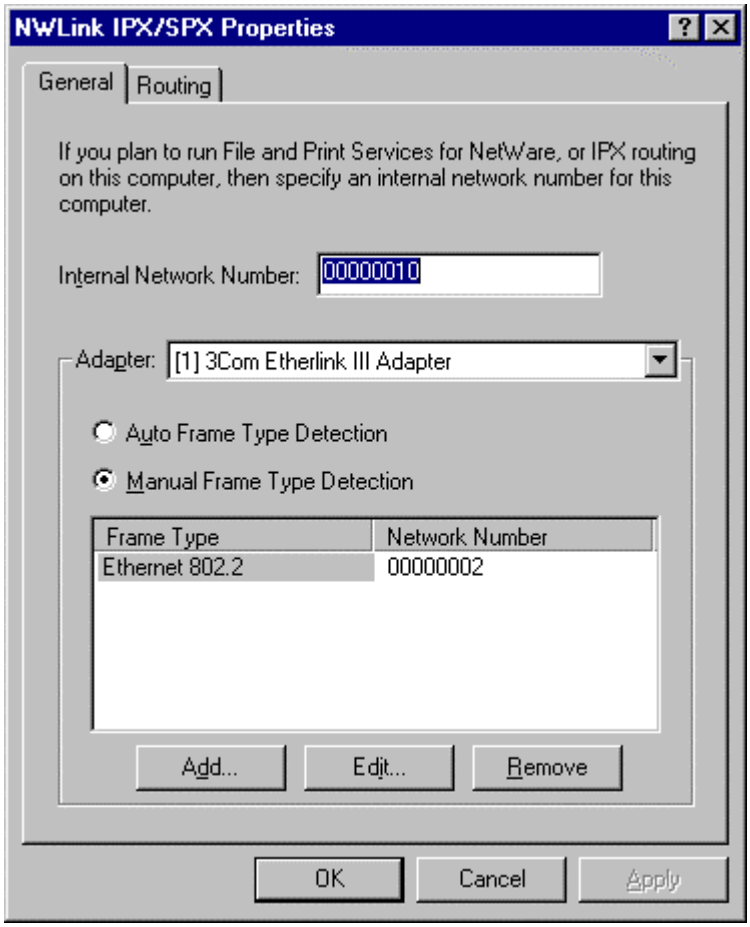
If the workstation returns an "Out of environment space" error while setting the RDP station number, check the Initial Environment setting in the memory tab within the RDP shortcut.

1. From the Windows desktop, right-click the RDP shortcut.
2. Select properties.
3. Select the "Memory" tab.
4. Set the "Initial Environment" to 768.



Configuring NWLink IPX/SPX Properties

If installing the IPX/SPX protocol and in some cases, for Pervasive.SQL to run properly under Windows NT Server using the IPX/SPX protocol, the "Internal Network Number" must be non-zero. In order to verify this setting, look at the "General" tab from the NWLink IPX/SPX Properties.



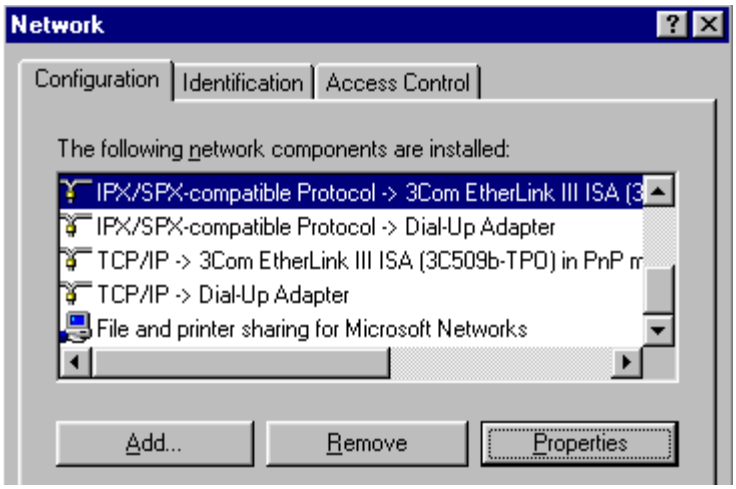
If the NT Server is being added to an existing Novell NetWare network, this number must be unique from all other Novell server "IPX Internal Net" settings in the NetWare AUTOEXEC.NCF files. The AUTOEXEC.NCF file is located in the SYS:\SYSTEM directory on the NetWare server. In the example above, the Internal Network Number is set to "00000010". (This should always be eight digits, right justified, and zero filled).

BTRIEVE STAT 94 - Workstation Solution

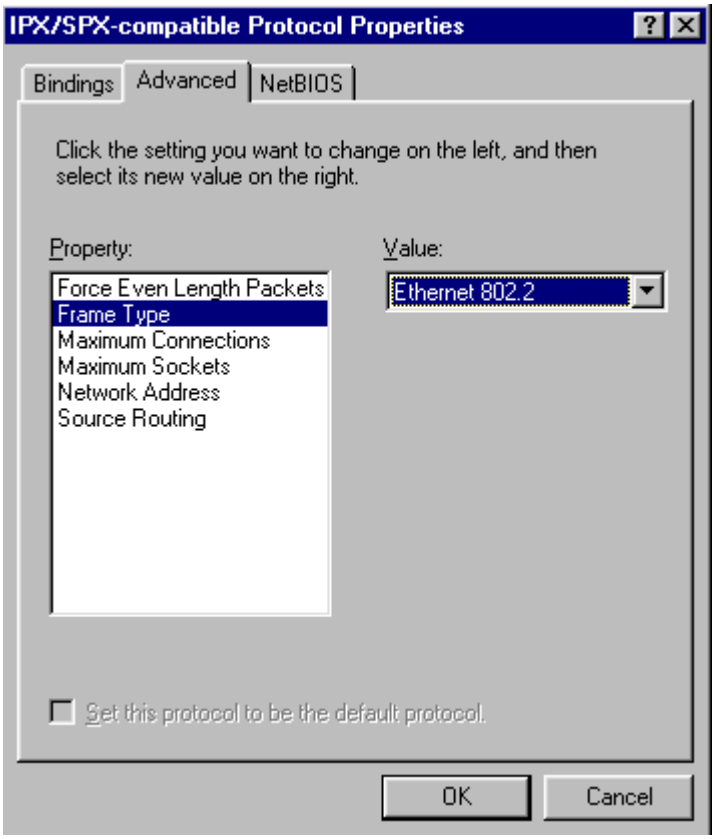
If, while operating the RDP system, a BTRIEVE Stat 94 occurs at the workstation, change the frame type to "Manual Frame Type Detection", and set the value to Ethernet 802.2. If on a NetWare Network, this protocol must match that specified in the NetWare AUTOEXEC.NCF file. This must be changed on all workstations and the NT fileserver. After making the change, always reboot.

Use the following steps for changing to "Manual Frame Type Detection".

1. From the Windows 9x desktop, right-click on "Network Neighborhood".
2. Select "Properties".
3. Highlight the IPX/SPX compatible protocol from the "Network Component" window (seen below).



4. Click the "Properties" button.
5. Select the "Advanced" tab.
6. Under "Property", select "Frame Type" and set the value on the right to "Ethernet 802.2".



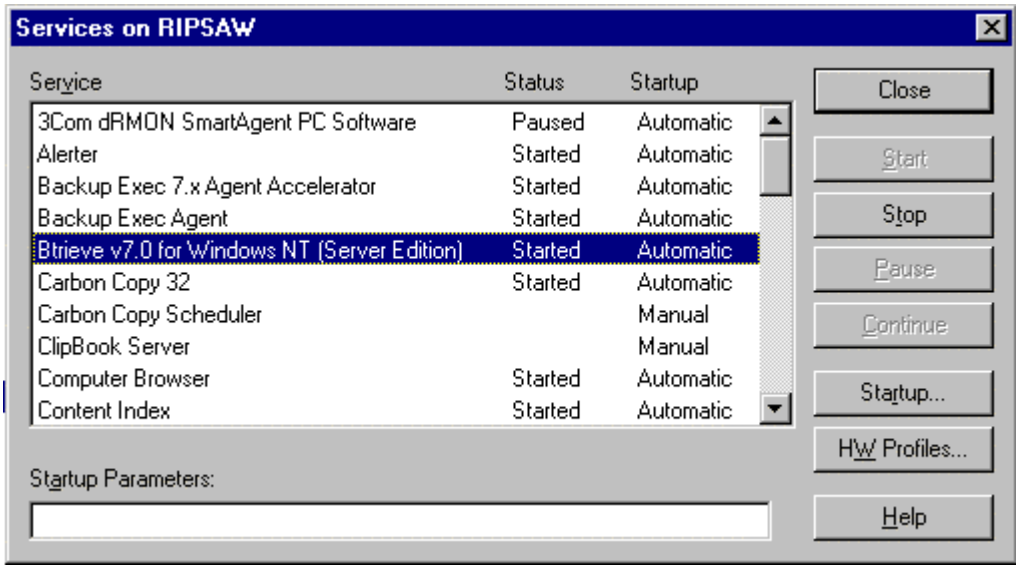
7. Click "OK"

The change outlined above must be made on both the workstation and the fileserver!

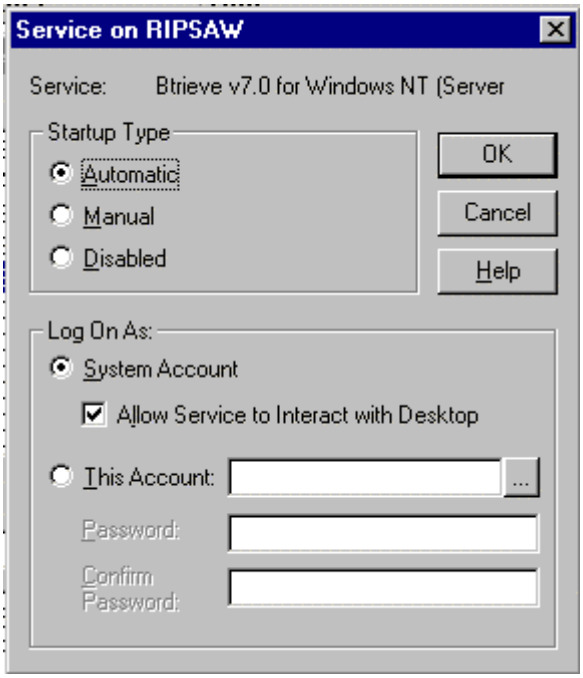
BTRIEVE STAT 94 - Fileserver Solution

RDP has encountered a Btrieve Stat 94 that is NOT solved by making the workstation changes described above. If, after making the changes outlined above, RDP system continues to return a Btrieve Stat 94 during login, perform the following steps at the Windows NT server.

1. Open the Server Manager (found in "Administrative Tools").
2. Highlight the server name in the list of computer names and click "Computer -> Services".
3. Highlight the P.SQL Service and click the "Startup" button.



4. Click the "Logon as this account" option.

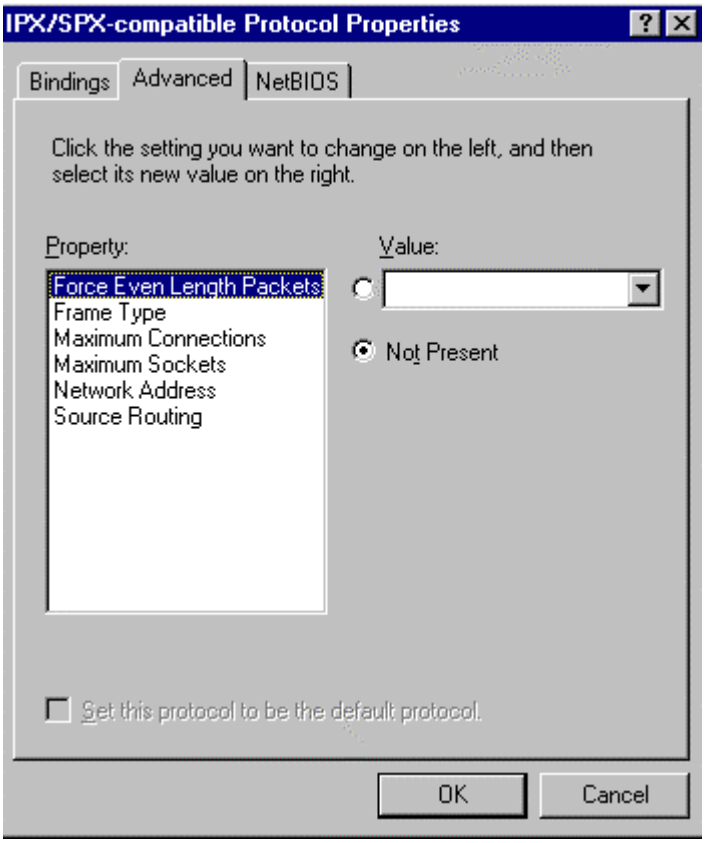


5. Put in "Administrator" for "This Account" with the appropriate password.
6. Reboot the fileserver.

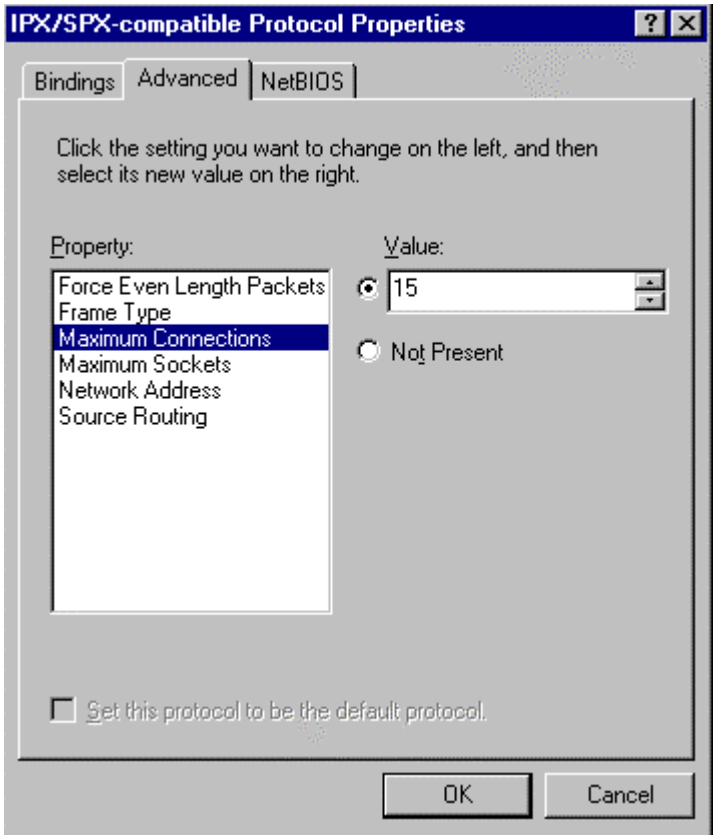
BTRIEVE STATUS 91

A Btrieve Status 91 may be returned when the "Max Connections" in the IPX/SPX protocol is set to "Not Present". Use the following steps in order to change this setting.

1. From the Windows 95 desktop, right-click the "Network Neighborhood" icon.
2. Select "Properties".
3. Highlight the "IPX/SPX Protocol" and click the "Properties" button.
4. Click the "Advanced" tab. (Seen below)



5. Highlight the "Maximum Connections" property and change the value from "Not Present" to "15". Save the settings.


IPX/SPX-compatible Protocol Properties
Bindings
Advanced
NetBIOS
Click the setting you want to change on the left, and then select its new value on the right.
Property:
Force Even Length Packets
Frame Type
Maximum Connections
Maximum Sockets
Network Address
Source Routing
Value:
15
Not Present
Set this protocol to be the default protocol.
OK
Cancel

Complete Listing of Pervasive.SQL Component Settings

RDP recommends only changing those settings listed in the "Configuring Pervasive.SQL for RDP on the NT Server" section above. Each setting for Pervasive.SQL version 7.0 is listed below. To administer these settings, follow the steps listed in the "Configuring Pervasive.SQL for RDP on the NT Server" section above.

☒ ***If any settings are changed, the fileserver must be SHUT DOWN and RESTARTED.***

Scalable SQL Engine

There are two categories in the "Scalable SQL Engine" component, System Configuration and Trace File Control.

System Configuration Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Enable External Procedures	Advanced: Specifies whether Scalable SQL will load the Inscribe component.	Default	Off
External Sort File Directory	Specifies the directory in which you want Scalable SQL to store the temporary files it creates during certain processes. This directory must exist before Scalable SQL accesses it.	Default	SYS:SYSTEM
Isolation Level	This option allows you to set the isolation level Scalable SQL uses if an application fails to set one. Cursor Stability: row- or page-level locking.	Default	Cursor Stability
Communications Buffer Size	(Windows NT only) Specifies the size of the communication buffer (in bytes) that is used by the Scalable SQL engine and the Local Interface DLL to communicate. Each worker thread allocates a memory buffer of this size.	Default	16384
Worker Threads	Windows NT only, Advanced) Specifies how many worker threads Scalable SQL initially spawns to handle client requests. (Scalable SQL may dynamically spawn additional worker threads as needed.)	Default	3
Check Table Definitions	Advanced: Specifies whether Scalable SQL will check the table definitions stored in the DDFs against the actual data file definitions.	Default	Off

Trace File Control

Setting	Pervasive Description	RDP Recommended Setting	Default
Scalable SQL Logins/Logouts	Advanced: Specifies whether to enable the trace feature to record database login and logout activity to a trace file.	Default	Off
Failed Scalable SQL Logins	Advanced: Specifies whether to enable the trace feature to record failed database login attempts to a trace file.	Default	Off
All Other SQL Calls	Advanced: Specifies whether to enable the trace feature to record all data definition and data manipulation activity to a trace file.	Default	Off
Trace File	Advanced: Specifies the file where Scalable SQL should write trace information.	Default	SYS:SYSTEM\SSQL.LOG

Scalable SQL Communications Manager

Server Communication Configuration

Setting	Pervasive Description	RDP Recommended Setting	Default
Number of Sessions	Specifies the maximum number of remote tasks that can access the server at any given time through each of the supported protocols. The same number of sessions are allowed for each protocol.	Default	15
Communications Buffer Size	Advanced: Specifies the size of the buffer (in bytes) that the server communications component uses to read packets from the OS communication layer.	Default	16384
Number of Communications Threads	Advanced: Specifies how many communications threads are spawned to handle client requests. These threads are the elements that actually perform file operations on behalf of the client process. Each supported protocol spawns this number of threads.	Default	3
Receive Packet Size	Advanced: Specifies the size of the packets received by this component. This setting applies to SPX communications only.	Default	1500
Supported Protocols	Specifies which communications protocols to enable.	Default	TCP/IP and IPX/SPX

Microkernel Database Settings

There are six categories in the MicroKernel Database Settings, including:

- File Settings
- Memory Resources
- Client/System Transactions
- System Resources/Directories
- Trace BTRIEVE Operations
- NetWare Only Settings

File Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Open Files	The maximum number of unique files that can be open at one time. This value represents the maximum number of physical file handles that the MicroKernel can open.	50 * Number of Resorts	20
Handles	The maximum number of logical file handles that the MicroKernel uses at one time. Each file can be opened by multiple client instances, resulting in different logical handles for the same physical file handle.	50 * Number of Workstations	60
Index Balancing	Specifies that the MicroKernel should attempt to balance existing index pages rather than create a new one whenever an index page in a file becomes full.	Default	Off
Archival Logging of Selected Files	Controls whether the MicroKernel keeps an archival log of operations executed on selected files. If you turn off this setting, the MicroKernel does not perform archival logging.	Default	Off
Create File Version	Controls file format version of files created by the MicroKernel.	6.X	7.x
System Data	Controls the type of system data stored in files created by the MicroKernel.	Default	If Needed
Maximum Databases	Sets the limit for the maximum number of databases this MicroKernel can open. The MicroKernel requires approximately 800 bytes of memory for each open database.	Default	10

Memory Resources

Setting	Pervasive Description	RDP Recommended Setting	Default
Cache Allocation	Specifies the size of the cache (in kilobytes) that the MicroKernel allocates. The MicroKernel uses this cache for all Btrieve file accesses. Allocate a cache size no larger than the sum of the sizes of the files you are using.	See Table Above	1024
Communication Buffer Size	(Formerly Largest Record Size) Specifies the maximum size of the communication buffer (in kilobytes) that the MicroKernel can submit or return. Each worker thread allocates a memory buffer large enough to accommodate this maximum length of data.	Default	16
Largest Compressed Record Size	Determines the size of a buffer (in kilobytes) used when accessing files created with the Data Compression file attribute. If you do not use compressed files, set this value to 0.	64	5
Extended Operation Buffer Size	Advanced: Specifies the size (in kilobytes) of the buffer required to handle extended (multiple record) operations.	Default	16
Sort Buffer Size	Advanced: Specifies the maximum amount of memory (in kilobytes) that the MicroKernel can allocate for sorting purposes during run-time creation of indexes. If set to 0, the MicroKernel allocates as much memory as needed.	Default	0

Client/System Transactions

Setting	Pervasive Description	RDP Recommended Setting	Default
Transaction Durability	You turn this setting on to instruct the MicroKernel that system transactions containing user transactions must be completed when a client issues the End Transaction operation and before the MicroKernel returns the successful status code to the client.	Default	On
Operation Bundle Limit	Advanced: Specifies the maximum number of operations (performed on any one file) required to trigger a system transaction. (Transactions are also dependent on the time limit setting.)	Default - Do not change	1000
Initiation Time Limit	Advanced: This setting specifies the time limit (in milliseconds) that triggers a system transaction. (Transactions are also dependent on the bundle limit setting.)	Default - Do not change	10000
Log Buffer Size	Advanced: This setting specifies the size of the buffer (in kilobytes) the MicroKernel uses when logging. You can enhance performance by increasing the log buffer size, because the MicroKernel writes the log information to disk less frequently.	Default - Do not change	64
Transaction Log Size	Advanced: This setting specifies the maximum size (in kilobytes) of a log segment file. When the log file reaches its size limit, the MicroKernel closes the old log segment file and starts a new one.	Default - Do not change	512

System Resources/Directories

Setting	Pervasive Description	RDP Recommended Setting	Default
Active Clients	Each MicroKernel-based application is a client of the MicroKernel. This setting specifies the maximum number of clients that can access the MicroKernel at one time.	Licenses * 2	30
I/O Threads	Advanced: Specifies how many background I/O threads the MicroKernel spawns. Because the MicroKernel does not spawn additional I/O threads, you should specify the maximum you may need.	Default	4
Wait Lock Timeout	Advanced: Specifies the timeout period (in seconds) that the MicroKernel waits when a Btrieve application fetches a record with a wait lock that is already being locked by another application.	Default	30
Transaction Log Directory	Advanced: Specifies the location of the log segment files.	Default	SYS:SYSTEM/MKDE/LOG
Working Directory	Advanced: Specifies the location of the MicroKernel working directory.	Default	Blank

Trace BTRIEVE Operations

Setting	Pervasive Description	RDP Recommended Setting	Default
Trace Operations	Advanced: Specifies whether to enable the trace feature to trace each API call to a trace file. Developers can use tracing to debug applications. If you turn this option on, you need to specify a trace file.	Default	Off
Trace File	Advanced: Specifies the file where the MicroKernel should write trace information.	Default	SYS:/SYSTEM\MKDE .TRA
Select Operations	Advanced: Specifies a list of Btrieve Operations which will be traced. Move operations from the Traced list using the Del and Del All buttons. Move operations to the Traced List using the Add and Add All buttons.	Default	Several
Number of Bytes from Data Buffer	Advanced: Specifies the size of the data buffer that the MicroKernel writes to the trace file when you enable the tracing feature.	Default	32
Number of Bytes from Key Buffer	Advanced: Specifies the size of the key buffer that the MicroKernel writes to the trace file when you enable the tracing feature.	Default	32

Network Only Settings

Setting	Pervasive Description	RDP Recommended Setting	Default
Load BROUTER	Specifies whether the Microkernel should load Brouter	1 Server = No Multiple Servers = Contact Hardware Vendor	Off
BROUTER Communications Buffer Size	Specifies the communications buffer size used by Brouter	Default	16
Runtime Server Support Mode	Specifies the level of Runtime Server Support provided by the Microkernel	Default	Complete Runtime Server

BTRIEVE Communications Manager

Server Communication Configuration

Setting	Pervasive Description	RDP Recommended Setting	Default
Number of Sessions	Specifies the maximum number of remote tasks that can access the server at any given time through each of the supported protocols. The same number of sessions are allowed for each protocol.	Licenses * 2	15
Communications Buffer Size	Advanced: Specifies the size of the buffer (in bytes) that the server communications component uses to read packets from the OS communication layer.	Default	16384
Number of Communications Threads	Advanced: Specifies how many communications threads are spawned to handle client requests. These threads are the elements that actually perform file operations on behalf of the client process. Each supported protocol spawns this number of threads.	Default	3
Receive Packet Size	Advanced: Specifies the size of the packets received by this component. This setting applies to SPX communications only.	Default	1500
Use SAP	Specifies whether or not the Btrieve Communications Manager should use SAP. This setting applies to SPX communications only.	Default	Auto Detect
Supported Protocols	Specifies which communications protocols to enable	TCP/IP and IPX/SPX	

RDP Does NOT support workstation names that contain spaces. Workstation names are limited to eight characters.

RDP PRINTING

OVERVIEW

This chapter provides information about printing within the RDP system. Topics include:

Overview of Printing in DOS and Windows 95/98
Defining RDP Printer Options
Installing Network Client Software
Configuring Local Printers
Configuring Shared Windows Printers
Configuring Novell Print Queues
Troubleshooting from MS-DOS
Defining Printer Groups
Default Printers
Configuration Problems and Tips

RDP supports three printing configurations:

1. Local Printers
2. Shared Windows 95/98 Printers
3. Novell Print Queues

Terms

The above printing configurations are defined below as they apply to the RDP system.

Term	RDP Definition
Local	A printer is connected directly to an RDP workstation using a parallel cable. This is the only form of local printing that RDP supports. Up to four local printers can be utilized, connected to LPT1 - LPT4.
Shared Windows 95/98	A printer connected directly to a workstation on either a Novell or Windows NT network. RDP utilizes the "NET USE" command to temporarily capture the printer.
Novell Print Queues	RDP prints directly to the Novell print queue using a temporary capture command. Once the Novell print queue is added, contact RDP Support to add the queue within the RDP software.

OVERVIEW OF PRINTING IN DOS AND WINDOWS 95/98

Beginning with Version 12, RDP uses a combination of DOS and Windows 95/98 programs. All DOS-based reports created with RDP's Enhanced Report Writer module (R5) print using the characteristics on the left-hand side of the following table. All Crystal Reports (RDP module RS) utilize the features and requirements on the right-hand side. The following table summarizes the two printing environments.

RDP DOS-Based Printing	RDP Windows 95/98 Based Printing
• Requires DOS 6.22 or higher • Supports both dot-matrix and laser printers • Does not use Windows print drivers • Uses the printer's "base font". Color, bold, underling, print orientation, and all other printing functions CANNOT be changed within the RDP system.	• Requires Windows 95/98 or higher • Requires a laser printer • The appropriate print drivers must be loaded • User can change font size, color, underlining, graphs, etc. • Printer is automatically adjusted for fonts

Choosing a Printer

RDP suggests laser printers for most locations. Laser printers are fast, quiet, and reliable. For optimal printing performance, physically connect the laser printer directly to a network hub using Jet Direct technology. Without Jet Direct, physically connect the laser printer to a workstation using a parallel cable.

Dot-matrix printers can be used to print any report created with RDP's Enhanced Report Writer module (R5). RDP does NOT support dot-matrix printers for the Crystal Reports module.

Compressed Print

Use the following steps for activating automatic printer control.

1. Set the printer default to 10 characters per inch.
2. From the System Manager menu, choose option "096" - "Update Printer Options".
3. Select the option that corresponds to your printer, "P" for Local Printers, "Q" for Novell Printers, and "W" for Windows Shared Printers.
4. Enter the RDP Printer Number.
5. New fields exist in the "RDP Printer Definition Screen", summarized below.
6. Enter the printer escape sequence for activating and de-activating compressed print. <F3 - LOOK> is available in both fields. The example below is for a Novell network printer.
7. To add an escape sequence for activating compressed print, add sub-records to table P1. A sample P1 sub-record follows.
8. To add an escape sequence for de-activating compressed print, add sub-records to table P2. A sample P2 sub-record follows.

Printer escape sequences can be obtained from the printer manual or directly from the manufacturer.

RDP has successfully tested the HP escape sequence on most HP DeskJet printers. The Panasonic dot - matrix escape sequences work for all Epson compatible and Panasonic dot matrix printers tested as of October, 1999.

The following table includes tested printers as of October, 1999. Please contact RDP support if one of the printers listed below does not function properly with the compressed print feature. Additionally, please contact RDP support with any new escape sequences not included in the table below, or enter them on-line at http://www.resortdata.com/support/features/1999_09/f000100.htm.

Manufacturer	Model
Hewlett Packard	LaserJet 6P
Hewlett Packard	LaserJet 4P
Hewlett Packard	DeskJet 882C
Hewlett Packard	OfficeJet 570
Panasonic	KX-P2124
Panasonic	KX-P1624
Panasonic	KX-P1123
Panasonic	KX-P1192

It is important to add the correct escape sequence in option 096. If the correct escape sequence is not added, the printer will remain in compressed print mode until it is powered off.

As long as the escape sequence exists in option 096, RDP automatically switches to compressed print for reports with more than 80 columns.

DEFINING RDP PRINTER OPTIONS

There are three ways to configure RDP printers:

1. Locally
2. Shared with Windows 95/98
3. Shared with Novell Print Queues

The following table expands on the definitions provided in this chapter's ***Overview*** section.

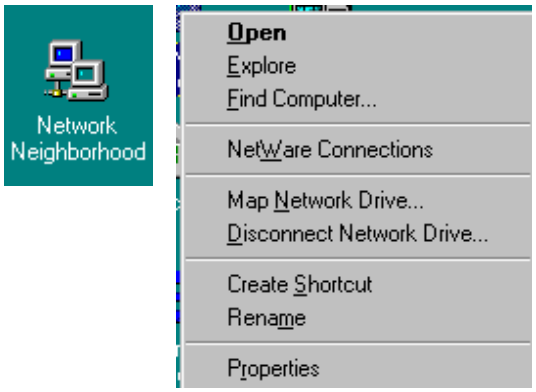
Printer Configuration	**Explanation**
Local Printer *Compatible with standalone systems, Novell NetWare or Windows NT networks.*	A local printer is physically connected to a workstation that is running DOS, Windows 3.11, or Windows 95/98. In order to print from the RDP system, the physical connection must be made with a parallel printer cable. This parallel cable connects the printer to one of the workstation's LPT ports. A local printer can only be used by its attached workstation. RDP does not support local printers that are connected via a serial cable to a COM port, or connected without a cable using infrared technology. The only supported connection for a local printer is a parallel cable to a workstation LPT port. Ports LPT1, LPT2, LPT3, and LPT4 are supported.
Windows Shared Printer *Compatible with Novell NetWare or Windows NT networks. Workstations must use Windows 95/98 in order to print.*	Windows 95/98 shared printers can be physically connected using: 1. A parallel cable to ports LPT1 - LPT4 on a 95/98 workstation 2. A parallel cable to ports LPT1 - LPT4 on a Windows NT Fileserver 3. A network cable to the network hub using HP Jet Direct technology Only workstations running Windows 95/98 may print to these shared printers. DOS, Windows 3.11, and Windows NT workstations are not supported with Windows shared printers. RDP supports shared printers that are physically connected to a Windows NT server. However, running RDP as a non-dedicated DOS session on the NT Server is not supported. *Microsoft's "Client for Microsoft Networks" must be installed at each workstation printing to a shared Windows printer.*
Novell Print Queue *Compatible with Novell NetWare only.*	Printers shared on a Novell network can be physically connected using: 1. A network cable to the network hub using HP Jet Direct technology. (Recommended) 2. A parallel cable to ports LPT1 - LPT4 on a DOS Workstation. Requires Novell's "Rprinter". 3. A parallel cable to ports LPT1 - LPT4 on the Novell fileserver. 4. A parallel cable to ports LPT1 - LPT4 on a Windows 95/98 workstation. Requires Novell's "NPTWIN95" to be loaded on the workstation. Workstations running DOS 6.x, Win3.11, or Windows 95/98 may share printers utilizing Novell print queues within RDP. RDP does NOT support Windows NT workstation. Novell print queues require Novell NetWare version 3.x or higher.

INSTALLING NETWORK CLIENT SOFTWARE

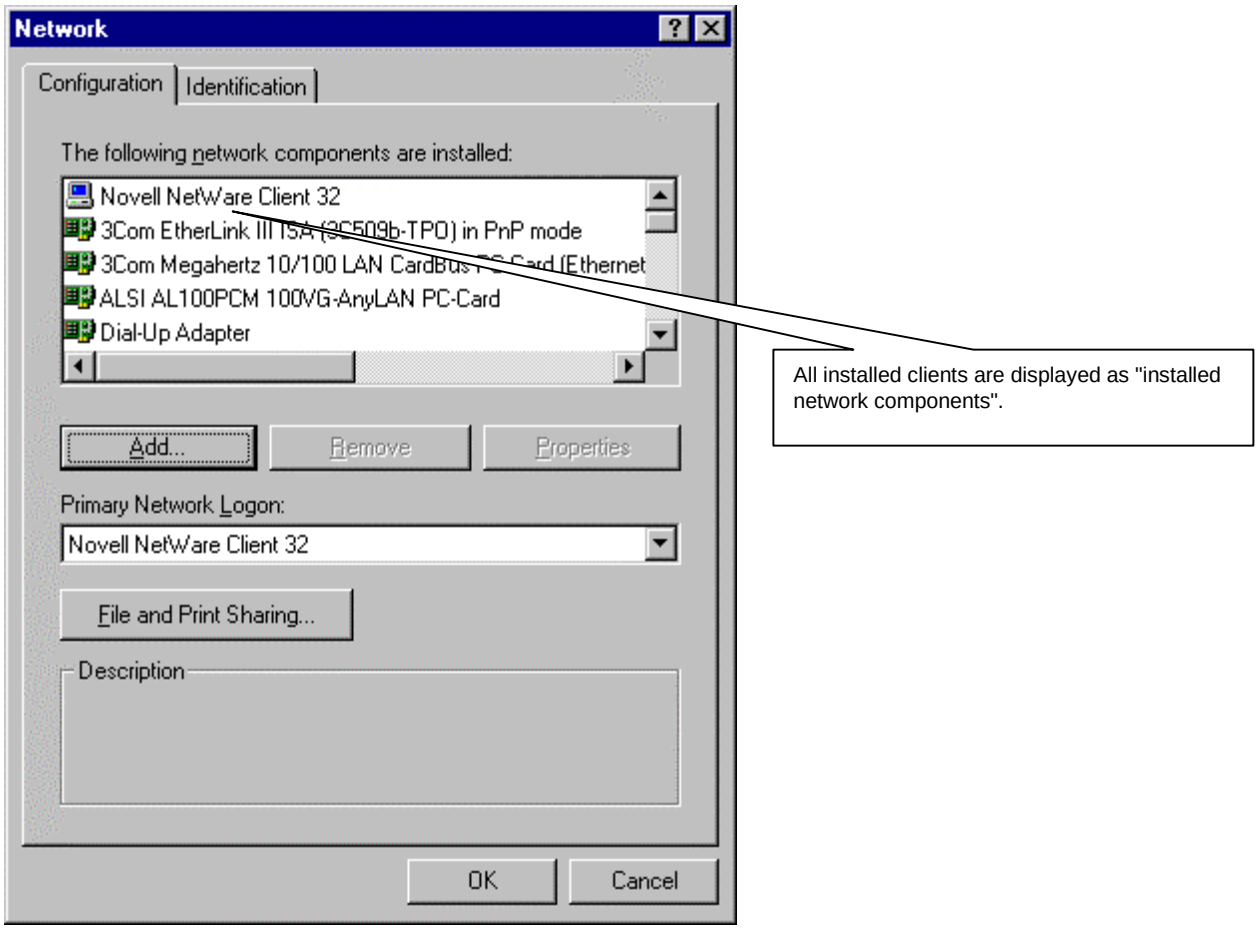
In order to successfully print from RDP, the proper network client software must be installed. In particular, when printing to shared Windows printers, Microsoft's "Client for Microsoft Networks" is required. Use the following table for installing the correct client for each of the three supported RDP environments.

Environment	**Client**
Single-User	No client software is required on a single-user system.
Novell NetWare	1. Novell NetWare Client 32 *or* Microsoft Client for NetWare Networks (Used for network authentication) 2. Microsoft Client for Microsoft Networks. Only required if Windows shared printers are being used.
Windows NT	Microsoft Client for Microsoft Networks handles both print sharing and network authentication for Windows NT networks.

In order to verify the client software currently installed on a Windows 95/98 workstation, from the Windows 95/98 desktop, right click on the "Network Neighborhood" icon and click properties.



The "Network" window displays. Here, in the "Configuration" tab, all installed client software is displayed.

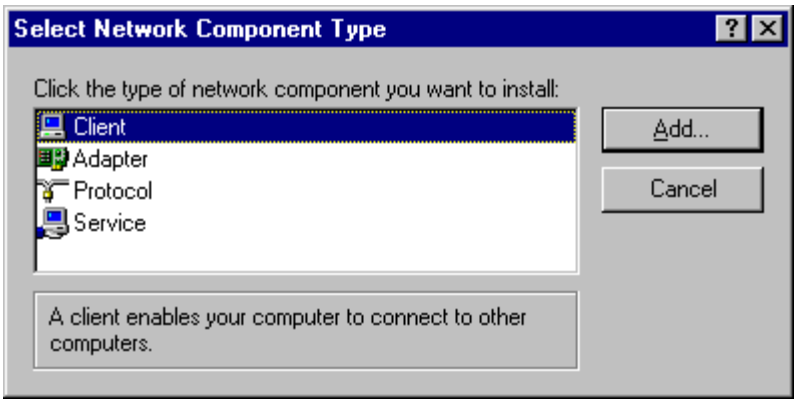


Installing the Microsoft Client for Microsoft Networks

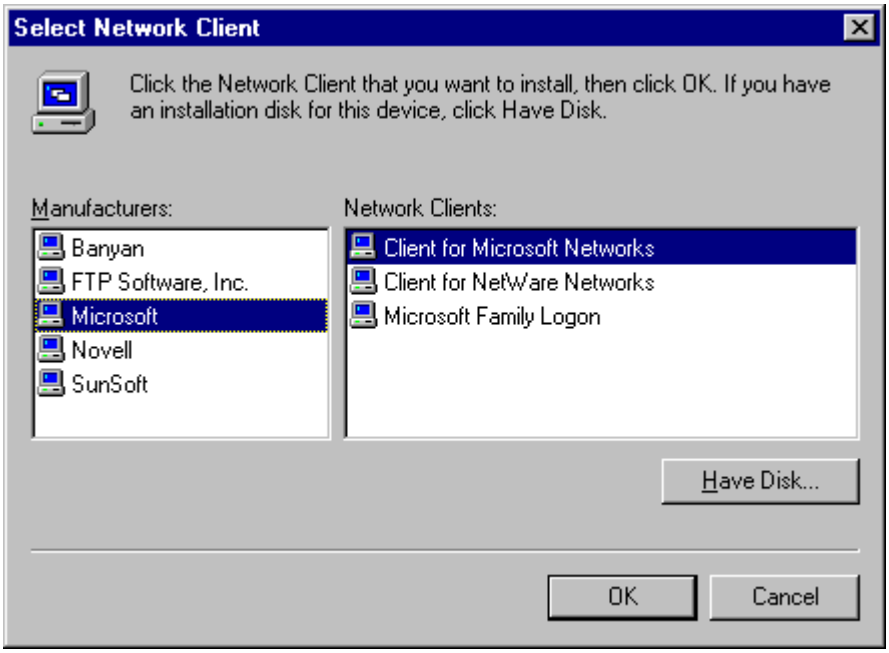
In order to print to a shared Windows printer, Microsoft's "Client for Microsoft Networks" must be installed. Use the following steps to install this client:

From the Windows 95/98 desktop, right click on "Network Neighborhood".

1. Click on "Properties". The "Network" window above appears.
2. Click the "Add" button.
3. Select "Client" as the "type of network component you want to install".



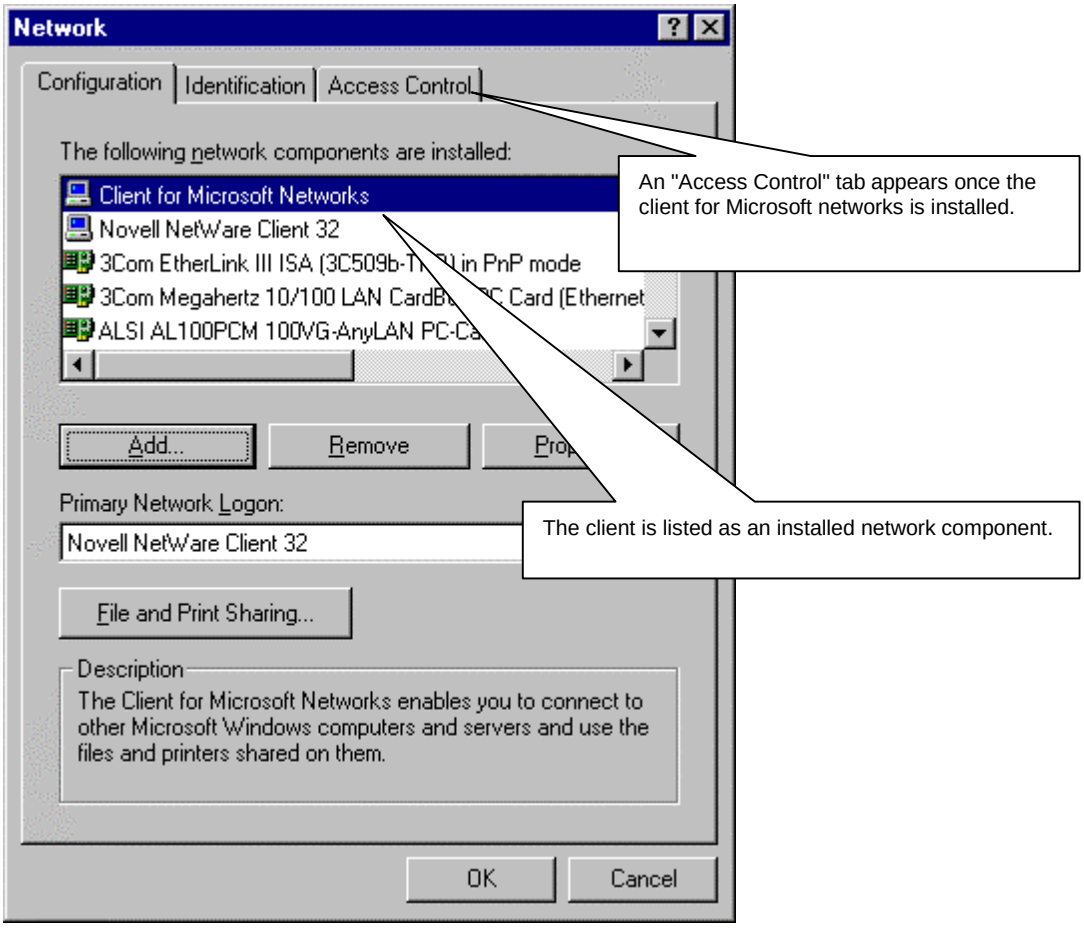
4. Select "Microsoft" as the manufacturer.



5. Highlight "Client for Microsoft Networks".
6. Click the "OK" button.
7. Re-boot the workstation.

Once the client is installed, the following changes are seen in the "Network Properties" window.

1. "Client for Microsoft Networks" is listed as an installed network component.
2. An "Access Control" tab exists.


Network
Configuration
Identification
Access Control
The following network components are installed:
Client for Microsoft Networks
Novell NetWare Client 32
Add...
Remove
Primary Network Logon:
Novell NetWare Client 32
File and Print Sharing...
Description
The Client for Microsoft Networks enables you to connect to other Microsoft Windows computers and servers and use the files and printers shared on them.
OK
Cancel
An "Access Control" tab appears once the client for Microsoft networks is installed.
The client is listed as an installed network component.

CONFIGURING LOCAL PRINTERS

Use the following steps to successfully configure a local RDP printer. Each step is explained below.

1. Physically connect the local printer and workstation using a parallel cable.
2. Test the local printer from DOS.
3. Configure the local printer in RDP.
4. Configuring the local printer for Windows applications.

Connecting a Local Printer

Use a parallel cable to physically connect the printer and an LPT port on the workstation (LPT1 - LPT4). RDP only supports using LPT ports sequentially. For example, if a workstation has an LPT1 and LPT2 port available, always use LPT1 first. Do NOT use LPT2 unless LPT1 is in use.

Networked workstations with local printers fall under one of the following two categories.

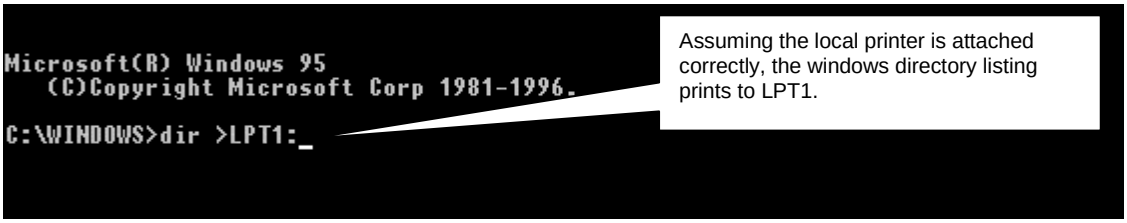
1. On a Novell network, the workstation can run DOS 6.x, Windows 3.11, or, Windows 95/98.
2. On a Windows NT network, the workstation can ONLY use Windows 95/98.

☒ ***RDP does NOT support running Windows NT workstation client software.***

Testing a Local Printer from DOS

After physically connecting the local printer, perform the following printing test from an MS-DOS prompt.

1. From Windows 95/98, click "Start", "Programs", "MS-DOS Prompt"
2. At the MS-DOS prompt, type "**DIR >LPT1:**"


Microsoft(R) Windows 95
(C)Copyright Microsoft Corp 1981-1996.
C:\WINDOWS>dir >LPT1:_
Assuming the local printer is attached correctly, the windows directory listing prints to LPT1.

3. A listing of the Windows directory should print.

↳ *For laser printers, you may have to manually eject the page.*

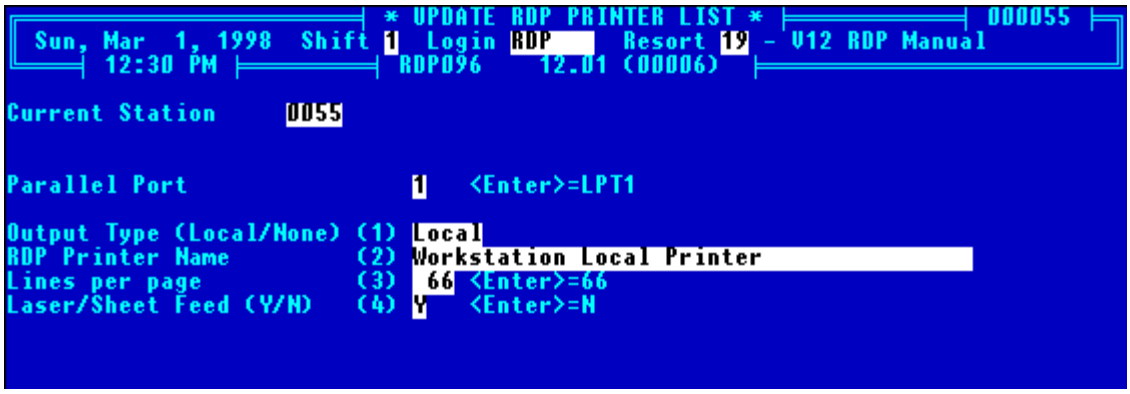
If the directory listing does not print after entering the above command, check the following:

- Is the cable connected to LPT1?
- Is the printer turned on?
- Is the printer on-line?
- Does the printer have paper?

Configuring Local Printers in RDP

Once a local printer is physically connected to a workstation and it passes the MS-DOS printing test, the printer must be configured within RDP. Use the following steps to activate a local printer within RDP.

1. From the workstation where the printer is physically connected login to RDP.
2. From the System Manager Menu (98), choose option "096" - "Update Printer Options" and select option "P" - "Add/Change/Delete RDP Local Printers (LPT1-LPT4)".
3. Enter the parallel port where the printer is physically connected (1 - 4). Normally this is "1" for LPT1. RDP only supports using printer ports sequentially.
4. Set the "Output Type" to "Local" (field #1).
5. Enter an "RDP Printer Name" (field #2). This name appears in the RDP printer selection box. The printer will only be available to the workstation where it is physically attached.
6. The "Lines per page" (field #3) is normally set to 66, although certain laser printers can only support 60 lines.
7. Set “Laser/Sheet Feed” (field #4) to "Y" or "N" as needed. Dot matrix printers are usually NO.
8. File this record.


* UPDATE RDP PRINTER LIST *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:30 PM RDP096 12.01 (00006)
Current Station 0055
Parallel Port 1 <Enter>=LPT1
Output Type (Local/None) (1) Local
RDP Printer Name (2) Workstation Local Printer
Lines per page (3) 66 <Enter>=66
Laser/Sheet Feed (Y/N) (4) Y <Enter>=N

The local printer should now work from within RDP. To test, <ESCAPE> to the RDP Main Functions Menu and press <F2 - PRINT SCREEN>. If the screen does not print, refer to the ***Troubleshooting*** section at the end of this chapter.

Configuring Local Printers for Windows Applications

If your local printer is connected to a workstation running DOS 6.x, this section is unnecessary. If the workstation is running Windows 95/98 and you wish to utilize it from Windows-based applications (Crystal Reports, Microsoft Word, Excel, etc.), please complete this step.

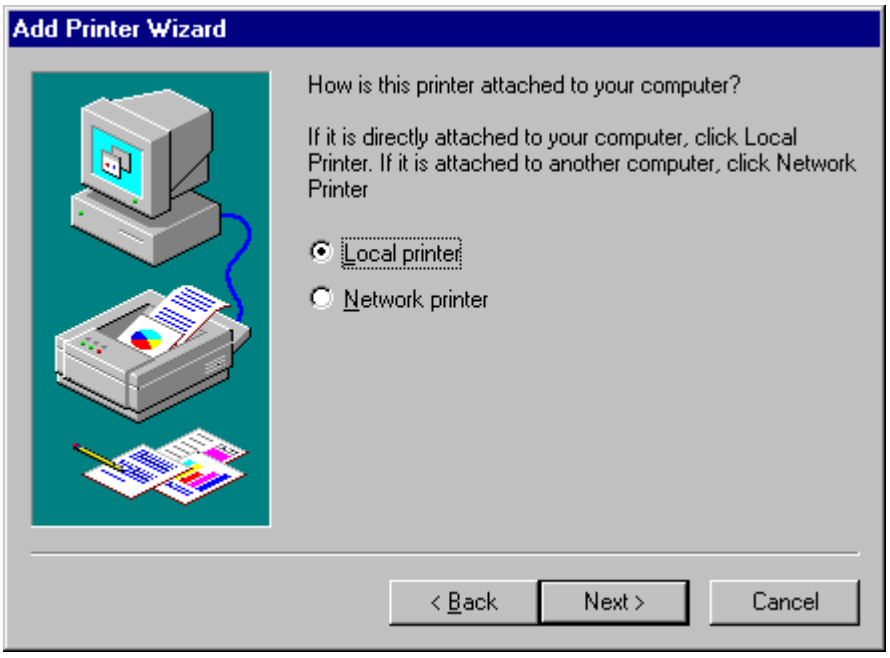
Printer configuration at the Windows 95/98 level is not required for RDP DOS report printing.

To configure a local printer in Windows 95/98, follow these steps:

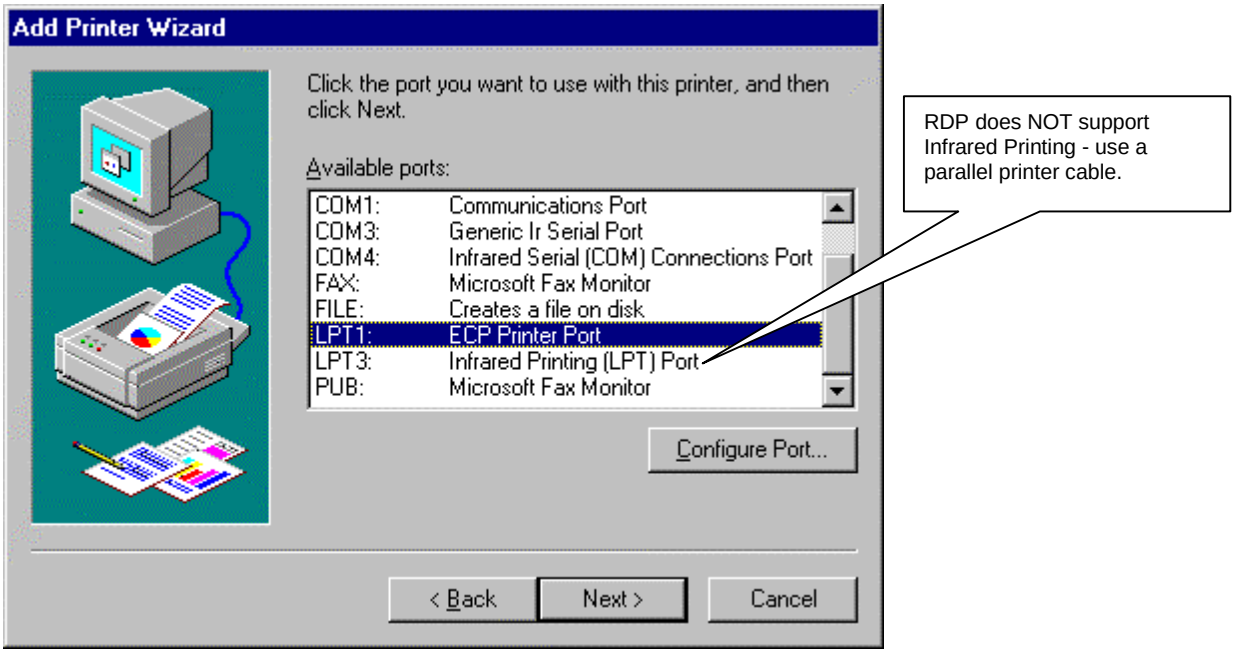
1. Click "Start", "Settings", and "Printers".
2. Double click the "Add Printer" Icon.
3. The first window in the "Add Printer Wizard" appears. Click Next.

Add Printer Wizard
This wizard will help you to install your printer quickly and easily.
To begin installing your printer, click Next.
< Back
Next >
Cancel

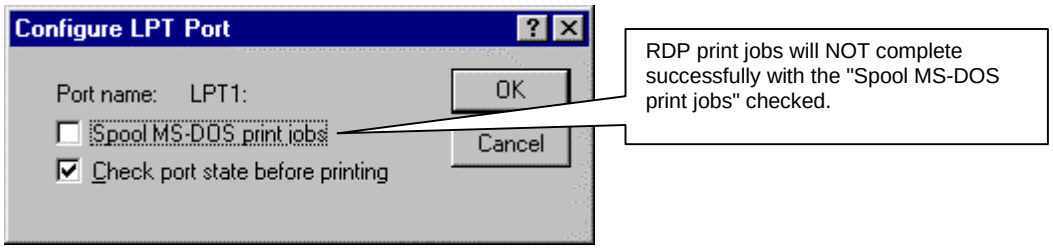
4. Verify that the radio button "Local Printer" is selected and click Next.


Add Printer Wizard
How is this printer attached to your computer?
If it is directly attached to your computer, click Local Printer. If it is attached to another computer, click Network Printer
Local printer
Network printer
< Back
Next >
Cancel

5. Windows build a driver information database. Once complete, select the Manufacturer and Printer from the list and click Next. The following window displays:


Add Printer Wizard
Click the port you want to use with this printer, and then click Next.
Available ports:
COM1: Communications Port
COM3: Generic Ir Serial Port
COM4: Infrared Serial (COM) Connections Port
FAX: Microsoft Fax Monitor
FILE: Creates a file on disk
LPT1: ECP Printer Port
LPT3: Infrared Printing (LPT) Port
PUB: Microsoft Fax Monitor
Configure Port...
< Back
Next >
Cancel
RDP does NOT support Infrared Printing - use a parallel printer cable.

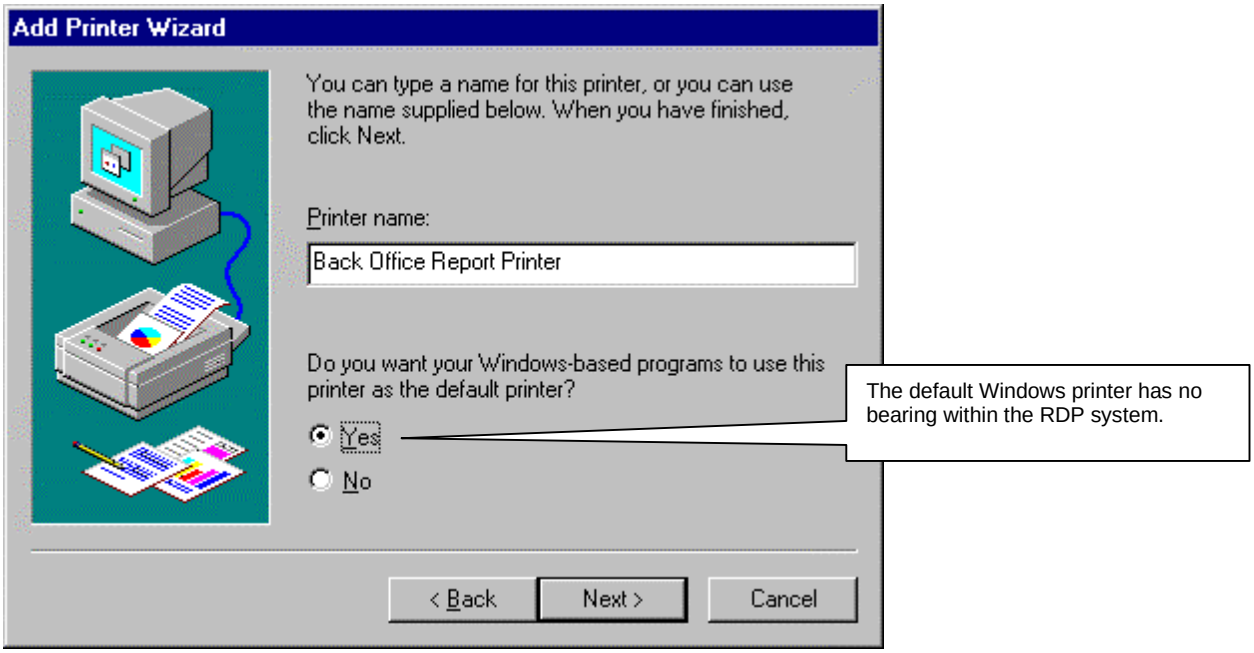
6. Select “Configure Port”. **It is absolutely critical that “Spool MS-DOS Print Jobs” is NOT CHECKED**. If it is checked, printing from RDP will not complete successfully (certain reports do not print others print erratically). In addition, be sure the “Check port state before printing” is checked.


Configure LPT Port
Port name: LPT1:
OK
Spool MS-DOS print jobs
Cancel
Check port state before printing
RDP print jobs will NOT complete successfully with the "Spool MS-DOS print jobs" checked.

Click "OK" after configuring the port.

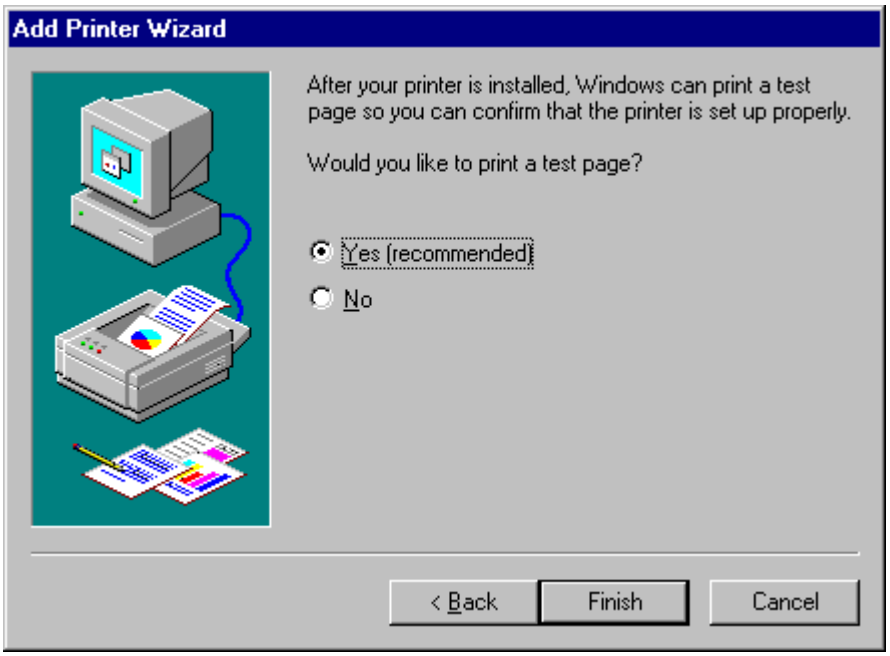
7. Select the LPT port where the printer is connected. This must be LPT1 for the first RDP printer, LPT2 for the second, etc.

8. Enter a descriptive printer name, such as "Back Office Report Printer". You may want to make this your default Windows printer by marking the appropriate radio button.


Add Printer Wizard
You can type a name for this printer, or you can use the name supplied below. When you have finished, click Next.
Printer name:
Back Office Report Printer
Do you want your Windows-based programs to use this printer as the default printer?
Yes
No
The default Windows printer has no bearing within the RDP system.
< Back
Next >
Cancel

Click Next.

9. Print a test page and select "finish".


Add Printer Wizard
After your printer is installed, Windows can print a test page so you can confirm that the printer is set up properly.
Would you like to print a test page?
Yes (recommended)
No
< Back
Finish
Cancel

Once the test page prints, the local printer has been successfully installed for Windows 95/98.

CONFIGURING A WINDOWS SHARED PRINTER

One of the easiest ways to give multiple users access to one printer is to use the sharing capability of Windows 95/98. The requirements are:

- The workstation where the printer is physically connected must run Windows 95/98. DOS and Windows 3.11 workstations are not supported for Windows shared printing.
- Microsoft's "Client for Microsoft Networks" must be installed.
- All workstations that share the printer must run Windows 95/98.
- The physical connection from the printer to the Win95/98 workstation must be with a parallel cable to LPT1, LPT2, LPT3, or LPT4. All other types of connections are not supported.
- The workstation where the printer is connected must turn on Windows printer sharing and use “share-level” access control within Windows 95/98. RDP does not support "user level" access control.
- All computers that share the printer must be in the same Windows 95/98 workgroup.
- Windows NT or Novell NetWare networks can both utilize Windows shared printers.

Steps to Configuring a Windows Shared Printer

Use the following steps for sharing a local printer on a Windows 95/98 workstation. Each step is explained in detail below.

1. Install the local printer following the steps in the section titled ***Configuring Local Printers***.
2. Activate Windows 95/98 print sharing on the specific workstation.
3. Install Microsoft's "Client for Microsoft Networks".
4. Mark the printer sharable in Windows 95/98.
5. Configure the Windows 95/98 shared printer as a "Windows Queue" in RDP.
6. Test the Windows 95/98 shared printer from another workstation (Windows 95/98).
7. Add the printer to other workstations within Windows 95/98.

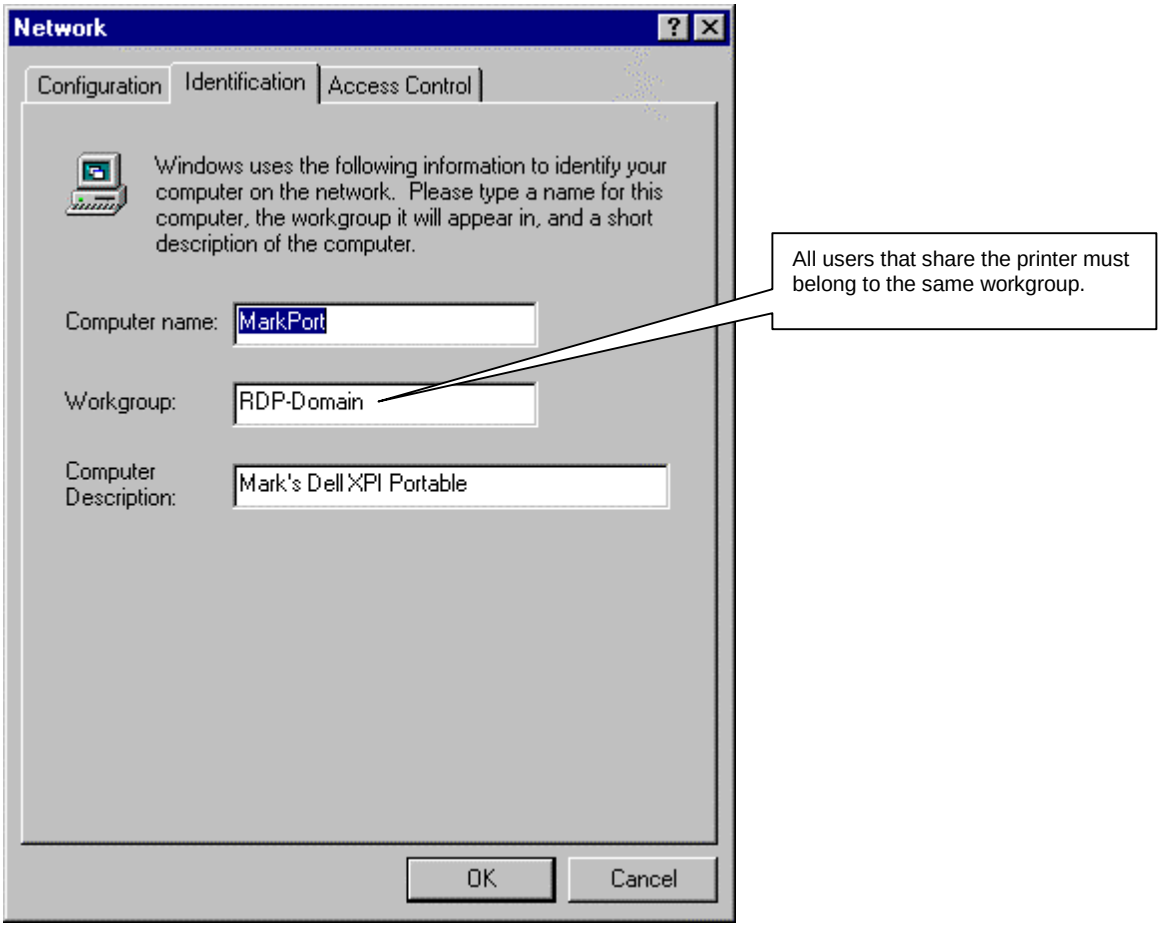
Activating Windows 95/98 Print Sharing

After installing and successfully testing the workstation locally, it can be shared by other Windows 95/98 users in the same workgroup. Use the following steps for instituting Windows 95/98 print sharing.

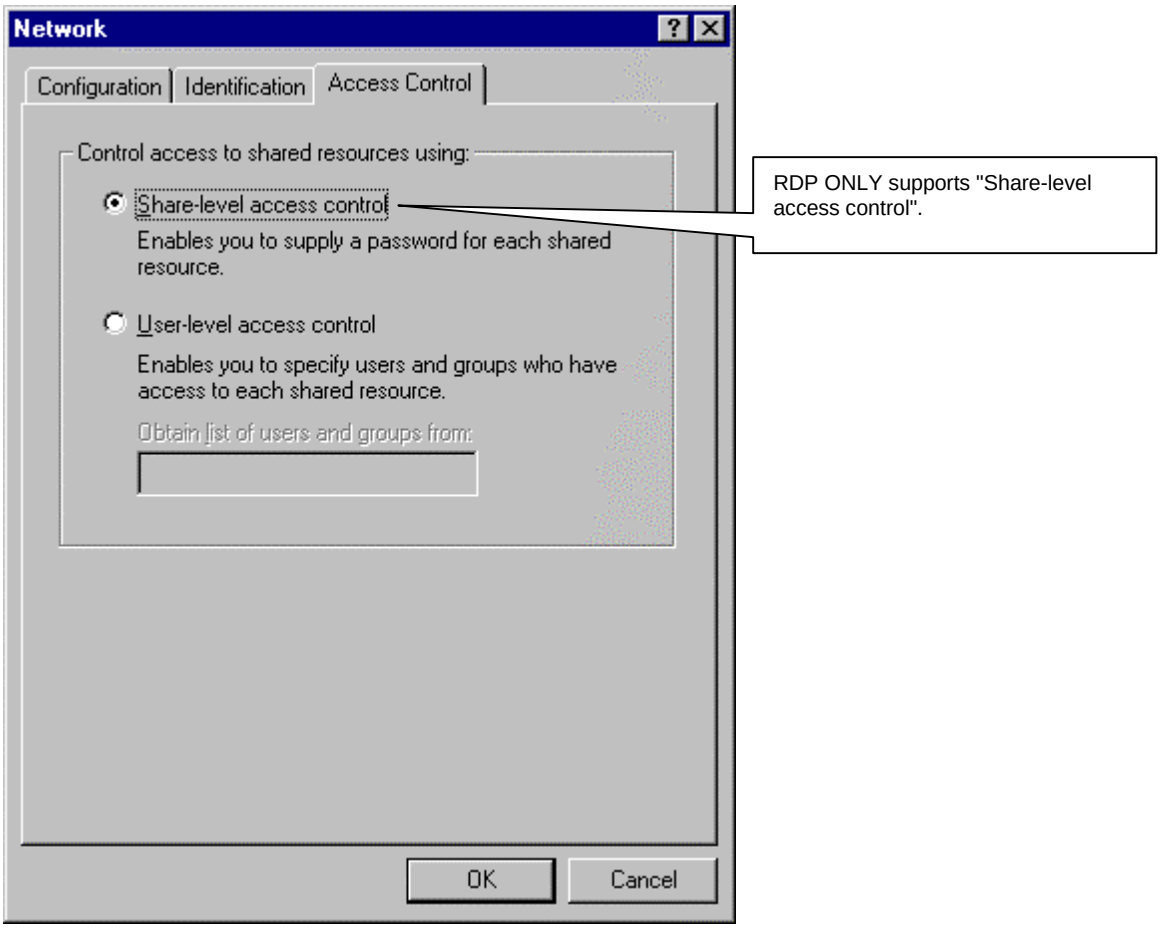
1. From the machine where the printer is physically connected, right click on "Network Neighborhood" and left click "Properties".
2. Click the "File and Print Sharing" button.
3. Check “I want to be able to allow others to print to my printer(s)”.

File and Print Sharing
I want to be able to give others access to my files.
I want to be able to allow others to print to my printer(s).
OK
Cancel

4. Left click the “Identification” tab to access the computer name and workgroup. All computers that share this printer must be in the same workgroup.


Network
Configuration
Identification
Access Control
Windows uses the following information to identify your computer on the network. Please type a name for this computer, the workgroup it will appear in, and a short description of the computer.
Computer name:
MarkPort
Workgroup:
RDP-Domain
Computer Description:
Mark's Dell XPI Portable
OK
Cancel
All users that share the printer must belong to the same workgroup.

5. Left click the “Access Control” tab. The radio button for “Share-level access control" must be checked. RDP does not support “User-Level access control".


Network
Configuration
Identification
Access Control
Control access to shared resources using:
Share-level access control
Enables you to supply a password for each shared resource.
User-level access control
Enables you to specify users and groups who have access to each shared resource.
Obtain list of users and groups from:
OK
Cancel
RDP ONLY supports "Share-level access control".

6. Reboot the workstation.

Installing Microsoft's "Client for Microsoft Networks"

In order for a Windows 95/98 workstation to print to a shared printer, Microsoft's "Client for Microsoft Networks" must be installed. Use the steps outlined in the section titled ***Installing Network Client Software*** to install Microsoft's "Client for Microsoft Networks".

The Microsoft Client must be installed at each Windows 95/98 workstation that utilizes Windows shared printers.

Marking a Printer Sharable in Windows 95/98

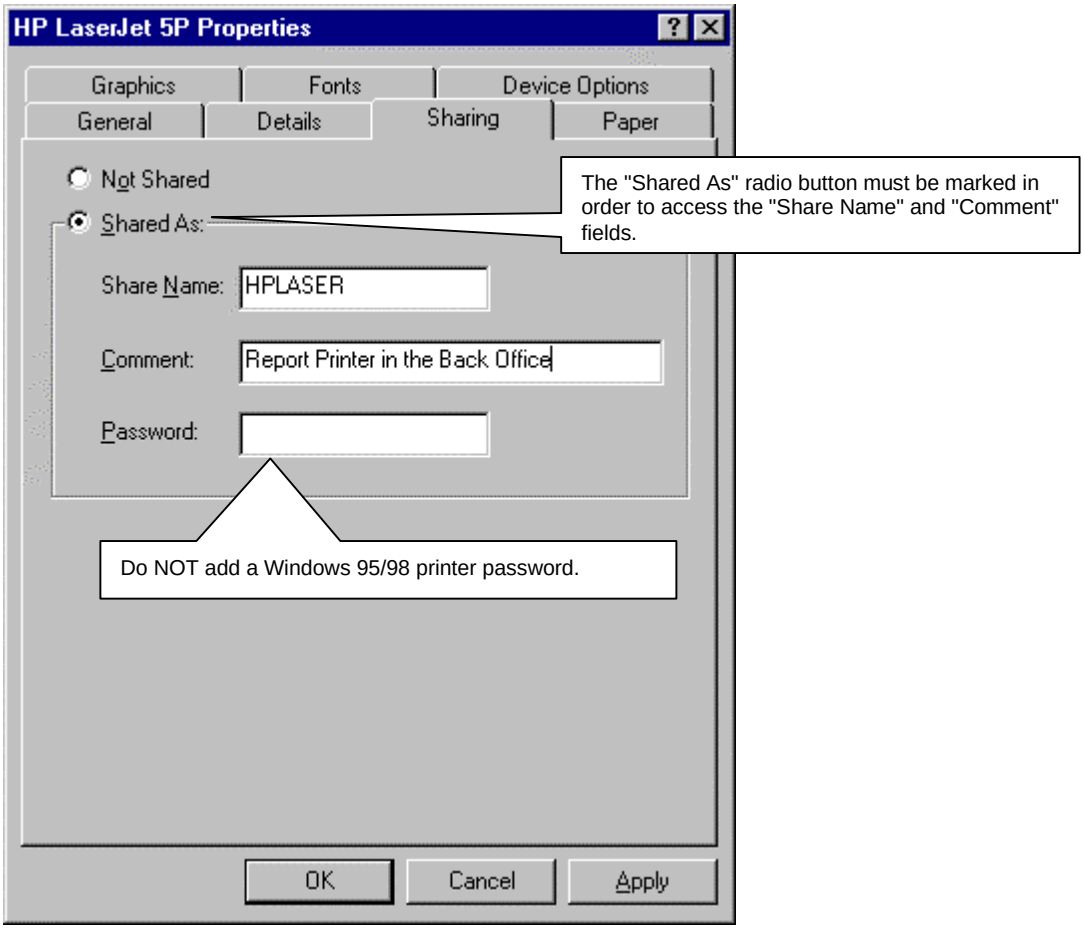
A Windows 95/98 workstation may have more than one printer. RDP supports up to four printers on one Windows 95/98 workstation (LPT1 - LPT4). It is possible to share any combination of these printers. For example, there may be a folio printer on LPT1 that is only used locally and a report printer on LPT2 that is shared by many workstations.

Activate or deactivate sharing for a specific printer using the following steps.

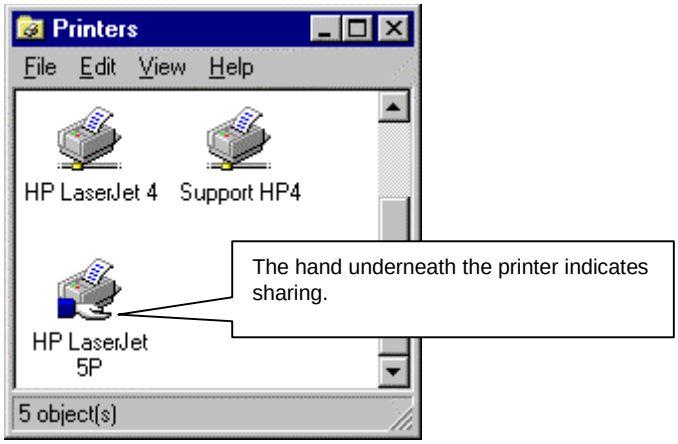
1. At the Windows 95/98 workstation where the printer is physically connected, click "Start", "Settings", "Printers".

2. In the "Printers" window, right click on the specific printer and left click “Sharing”.

3. Make sure the radio button “Shared As” is marked. Add a "Share Name" and a “Comment”, such as “Bobs HP Laser”. Do **NOT** add a Password. RDP does not support Windows 95/98 printer passwords.



4. After completing the sharing information, click ok. With print sharing turned on, a small hand appears under the printer indicating the printer is now shared.

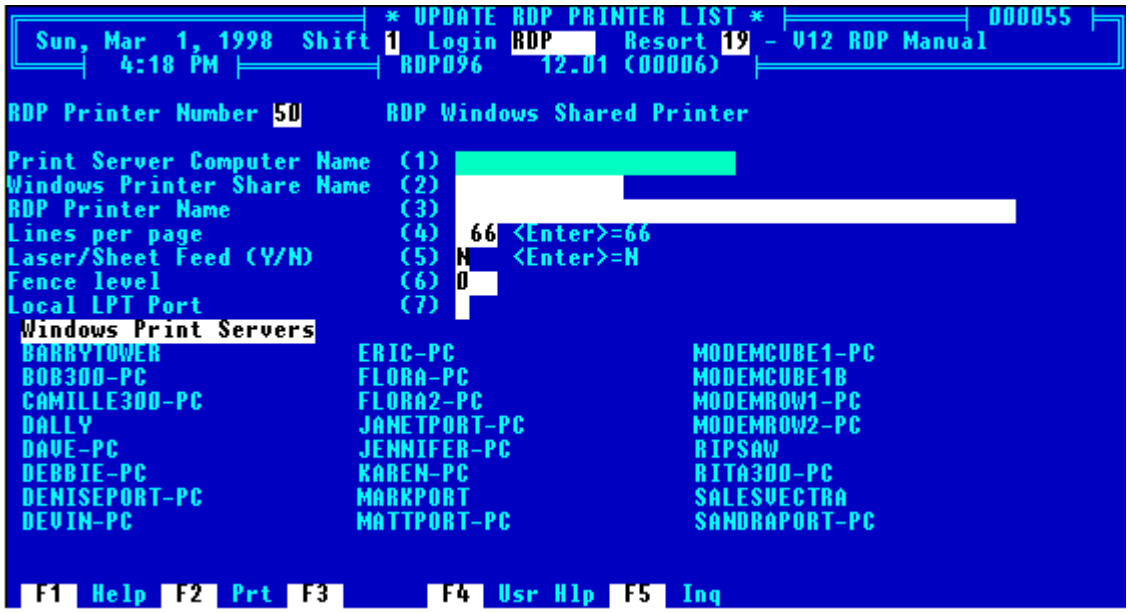


Configuring a Windows Shared Printer in RDP

Once the printer is shared in Windows 95/98 it can be configured within RDP. Use the following steps.

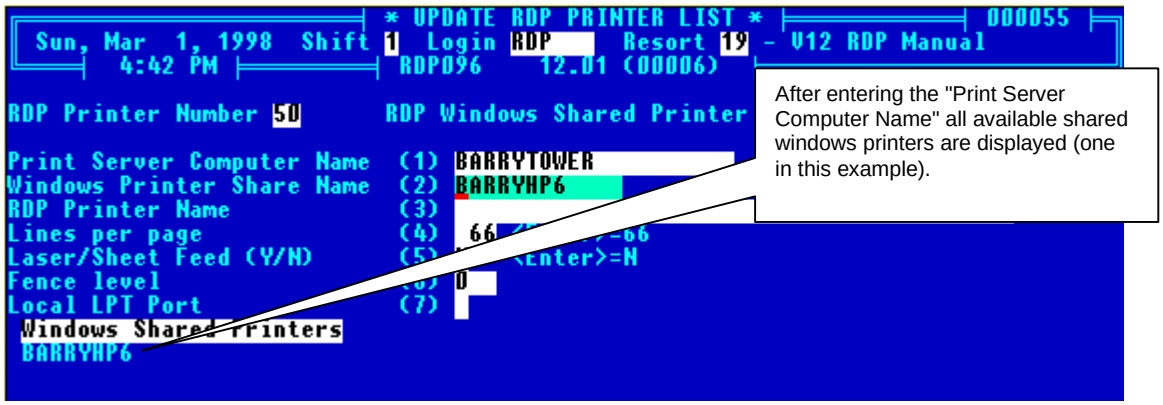
Windows shared printing is not possible without Microsoft's "Client for Microsoft Networks" installed. To verify that the client is installed, see the steps in the section titled ***Installing Network Client Software****.*

1. Start the RDP system at the workstation where the printer is physically connected.
2. From the System Manager Menu (98) choose option "096" - "Update Printer Options" and select "W" – "Add/Change/Delete RDP Windows Shared Printers".
3. The system prompts for “RDP Printer Number”. Shared printers are numbered from 5 - 99. Numbers 1 - 4 are reserved for local printers. Printers are displayed from 1 - 99 when the list of available printers is displayed within RDP.
4. The following screen displays. All workstations within the Windows Workgroup are displayed.



Enter the "Print Server Computer Name" (field #1). This is the Windows 95/98 “computer name” assigned to the workstation where the printer is physically connected. To find this name, minimize RDP, right click on "Network Neighborhood", left click "Properties", and left click "Identification".

5. Enter the "Windows Printer Share Name" (field #2). Every available shared printer attached to the "Print Server Computer Name" is displayed.


* UPDATE RDP PRINTER LIST *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:42 PM RDP096 12.01 (00006)
RDP Printer Number 50 RDP Windows Shared Printer
Print Server Computer Name (1) BARRYTOWER
Windows Printer Share Name (2) BARRYHP6
RDP Printer Name (3)
Lines per page (4) 66
Laser/Sheet Feed (Y/N) (5)
Fence level (6) 0
Local LPT Port (7)
Windows Shared Printers
BARRYHP6
After entering the "Print Server Computer Name" all available shared windows printers are displayed (one in this example).

6. Enter the "RDP Printer Name" (field #3). This name is listed when available printers are displayed (from 1-99 as explained in step #3 above). Enter a descriptive name, for example, “Front Desk Laser Printer for Reports”.
7. Enter the "Lines per page" (field #4). Normally this field is set to 66, although certain laser printers only support 60 lines.
8. Set “Laser/Sheet Feed” (field #5) to "Y" or "N" as needed.
9. An RDP printer "fence level" (field #6) controls which users are allowed to use the shared printer. To allow all workstations on the network to share the printer, enter a “fence level” of 0. For additional information regarding fence levels see the chapter titled ***Maintaining System Tables*** in the System Administration manual.
10. Enter the “Local LPT Port” (field #7) where the printer is physically connected. (LPT1 - LPT4)
11. File the record.

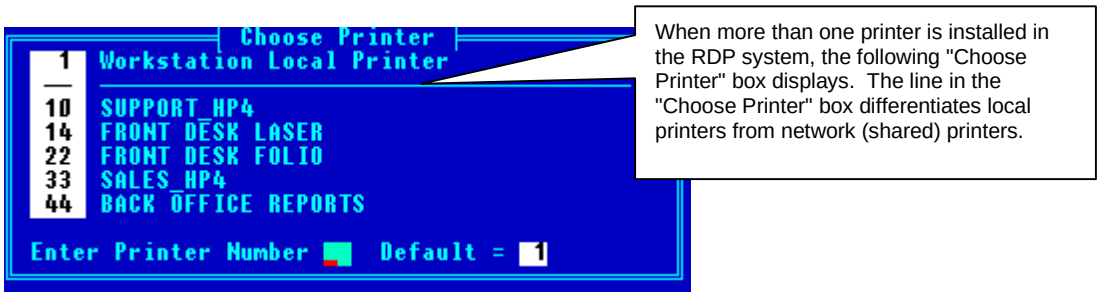
Testing a Windows Shared Printer from Another Workstation

The last step in configuring a Windows shared printer is to print a test page from another RDP workstation running Windows 95/98.

☒ ***Only workstations running Windows 95/98 with Microsoft's network client installed can print to a Windows shared printer.***

Use the following steps to perform this test.

1. Go to a workstation running Windows 95/98. (Other than the workstation where the printer is physically connected)
2. From the Windows 95/98 desktop, right click on network neighborhood, left click properties, and left click identification. The “workgroup” for all workstations that share the printer must be the same as the workgroup on the workstation where the printer is installed.
3. Start the RDP System.
4. At the RDP main menu, press <F2 - PRINT SCREEN>. If there is more than one printer configured in the RDP system, a printer selection box is displayed.


Choose Printer
1 Workstation Local Printer
10 SUPPORT_HP4
14 FRONT DESK LASER
22 FRONT DESK FOLIO
33 SALES_HP4
44 BACK OFFICE REPORTS
Enter Printer Number
Default = 1
When more than one printer is installed in the RDP system, the following "Choose Printer" box displays. The line in the "Choose Printer" box differentiates local printers from network (shared) printers.

Select the Windows shared printer. If the shared printer is the only one configured in RDP, the "Choose Printer" box is NOT displayed and the system prints directly to the Windows shared printer.

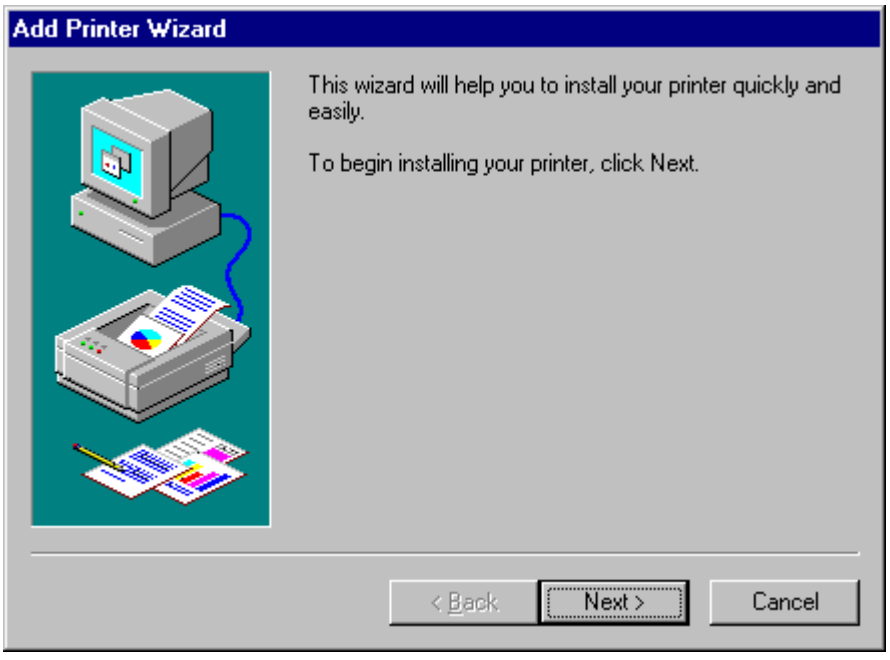
5. If the printer does not print, see ***Troubleshooting*** at the end of this section.

Adding the Shared Printer to Other Windows 95/98 Workstations

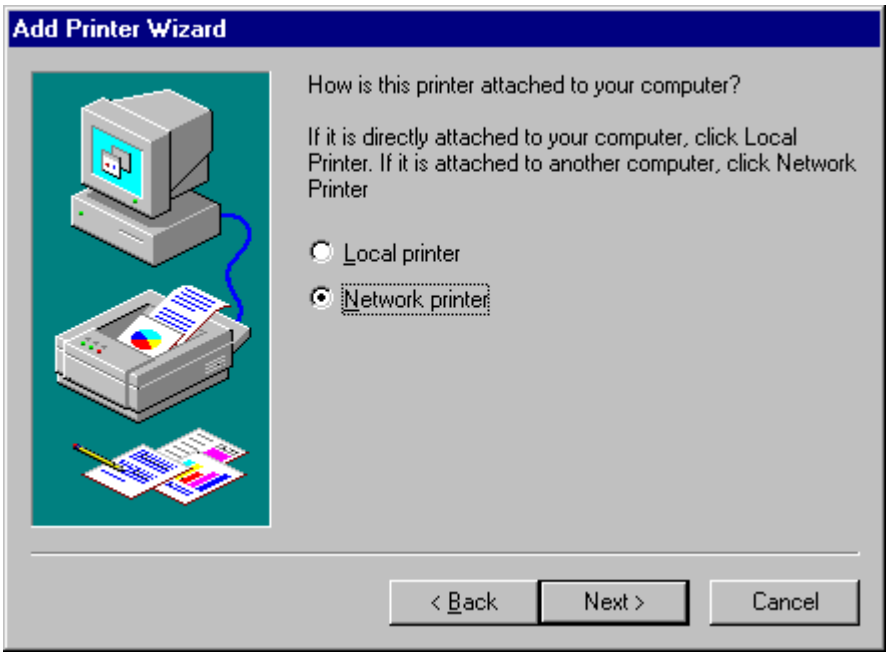
In the previous step the Windows shared printer was configured in the RDP system. At this point printing is available within RDP from any other Windows 95/98 workstation in the same workgroup. The printer does not have to be added at the Windows 95/98 level to print from RDP. However many customers use shared printers to print from Windows 95/98 programs such as Microsoft Word, Excel, and RDP's Crystal Reports.

To use the shared printer within Windows applications, add the printer at each workstation using the following steps:

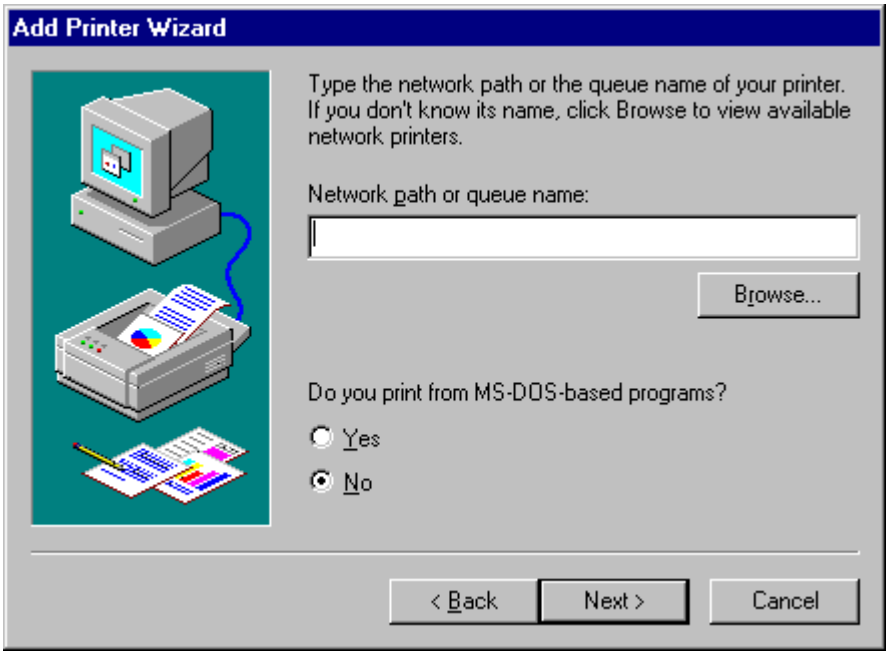
1. Verify that the "Client for Microsoft Networks" is installed. Use the steps outlined in the ***Installing Network Client Software*** section. Shared Windows printing in not possible without the client software installed.
2. From the Windows 95/98 desktop, click "Start", "Settings", "Printers".
3. Double click the "Add Printer" Icon and select "Next" from the "Add Printer Wizard" window.


Add Printer Wizard
This wizard will help you to install your printer quickly and easily.
To begin installing your printer, click Next.
< Back
Next >
Cancel

4. Make sure the radio button "Network Printer" is selected and click Next.

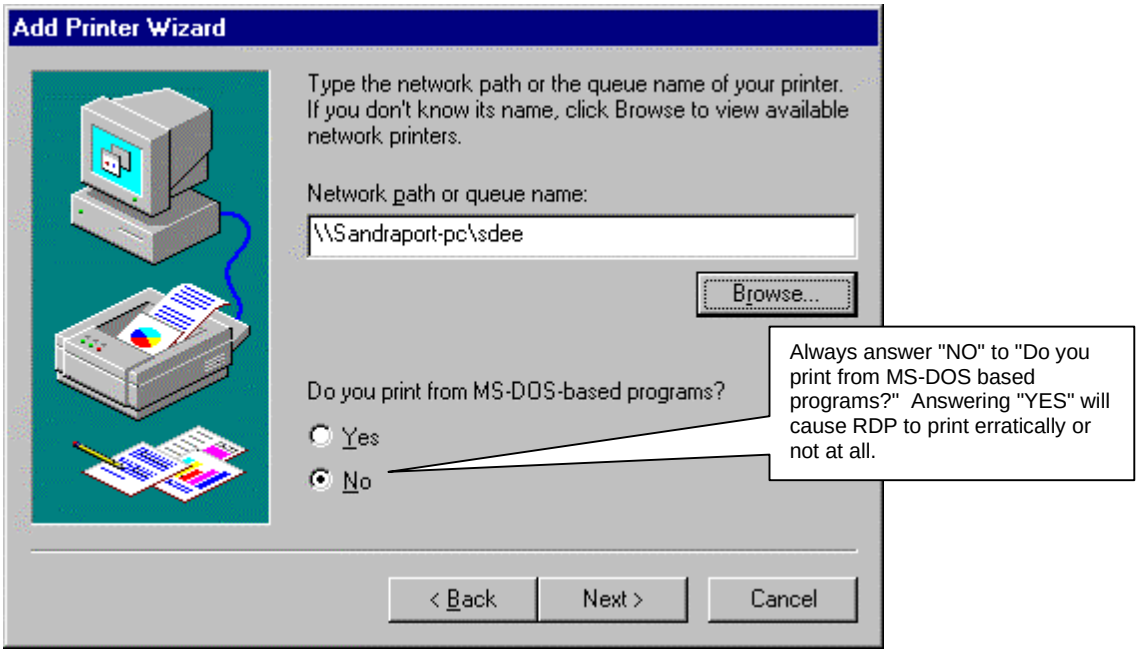

Add Printer Wizard
How is this printer attached to your computer?
If it is directly attached to your computer, click Local Printer. If it is attached to another computer, click Network Printer
Local printer
Network printer
< Back
Next >
Cancel

5. The wizard prompts for a “Network path or queue name”.


Add Printer Wizard
Type the network path or the queue name of your printer. If you don't know its name, click Browse to view available network printers.
Network path or queue name:
Browse...
Do you print from MS-DOS-based programs?
Yes
No
< Back
Next >
Cancel

Click the "Browse" button and double click the computer name of the workstation with the shared printer. After selecting the workstation, the printer wizard displays all available shared printers. Select the appropriate printer and click “OK”.

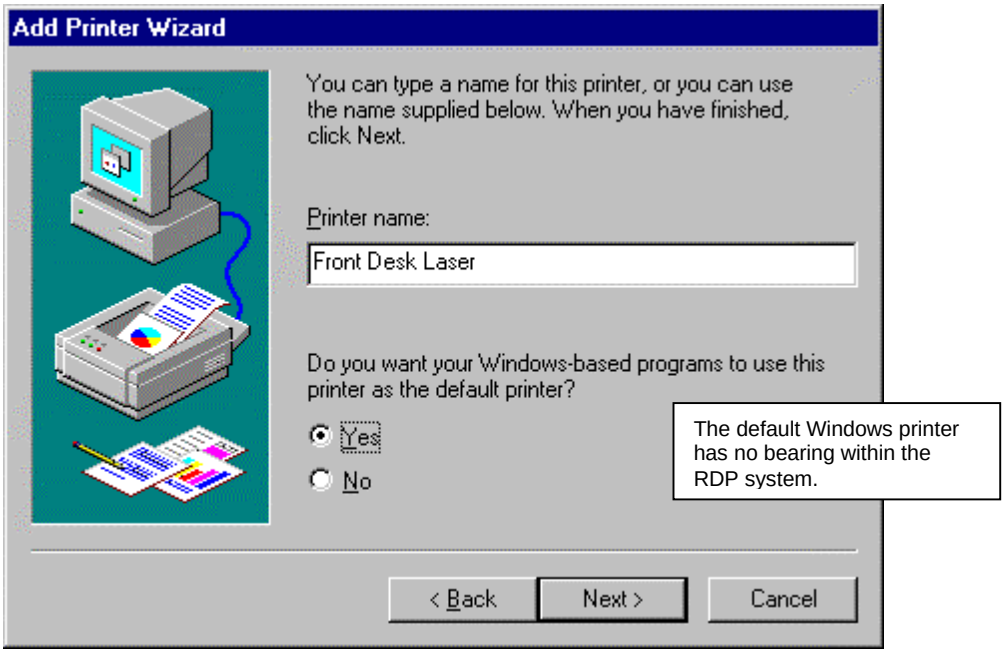
6. The "Add Printer Wizard" returns to the “Network Path” screen.


Add Printer Wizard
Type the network path or the queue name of your printer. If you don't know its name, click Browse to view available network printers.
Network path or queue name:
\\Sandraport-pc\sdee
Browse...
Do you print from MS-DOS-based programs?
Yes
No
Always answer "NO" to "Do you print from MS-DOS based programs?" Answering "YES" will cause RDP to print erratically or not at all.
< Back
Next >
Cancel

At the “Do you print from MS-DOS Based Programs” prompt, it is critical to indicate “NO”. By indicating “YES”, Windows captures a printer and the RDP system will not print correctly from this workstation.

NEVER capture a printer port within Windows 95/98.
NEVER capture a printer port using Novell's “Capture” command.
NEVER capture a printer port using the Windows “Net Use" command.

7. Next, enter the printer name and whether or not it should be used as the default printer.


Add Printer Wizard
You can type a name for this printer, or you can use the name supplied below. When you have finished, click Next.
Printer name:
Front Desk Laser
Do you want your Windows-based programs to use this printer as the default printer?
Yes
No
The default Windows printer has no bearing within the RDP system.
< Back
Next >
Cancel

8. Print a test page to verify the printer is installed correctly.
9. Repeat these steps for every Windows 95/98 workstation that will use the shared printer from Windows applications.

CONFIGURING A NOVELL PRINT QUEUE

Novell print queues allow printers to be shared by multiple workstations. This option for sharing printers is only available with Novell networks. Networked workstations can run DOS 6.x, Windows 3.1, or Windows 95/98. RDP does not support running Windows NT workstation as client software. Printers that are shared using a Novell print queue can be physically connected as follows.

Methods for Sharing Printers Using Novell Print Queues

HP Jet Direct *Connection Method: Network cable from printer directly to network hub.*	RDP's preferred method for connecting a shared printer with Novell print queues is to use Hewlett-Packard's Jet Direct technology. With this approach the printer is physically connected to the network hub using an Ethernet cable. The primary advantages are: 1. Jet direct uses laser printers that are fast, reliable, and required for RDP's Crystal Reports module. 2. Direct connection to the hub is a considerably faster method than connecting a printer to the fileserver or a workstation using a parallel port. For example, a ten page RDP report generated with Crystal Reports may take one minute to print on a Jet Direct HP laser, and six minutes if the same laser is connected directly to a server or workstation. 3. Jet Direct includes its own "print server". This offloads the printing workload from the Novell fileserver and improves overall network performance.
Connect to Fileserver *Connection Method: Parallel cable from printer to server's LPT port.*	Up to four printers can be physically connected to fileserver ports LPT1 - LPT4. This approach works well for small networks because the server has enough power to act as a print server. For optimal network performance, particularly on systems with more than five workstations, RDP recommends connecting printers to workstations and not directly to the fileserver. By connecting printers to workstations, the fileserver does not act as a print server, allowing it to concentrate on other functions.
Dedicated Print Server *Connection Method: Parallel cable from printer to a dedicated workstation's LPT port.*	Novell supports using a workstation as a print server. In this configuration a PC is dedicated to the function of "print serving". This workstation runs Novell's "Print Server" software and has up to four printers physically connected to LPT ports. A dedicated print server workstation completely offloads the print function from both the fileserver and workstations. This approach benefits customers with an extremely high print volume.
DOS Workstation *Connection Method: Parallel cable from printer to an LPT port on a workstation running DOS6.X.*	RDP customers using a Novell fileserver can use DOS 6.x workstations for all RDP "DOS" functions. In this configuration, it is possible to physically connect a printer to a DOS workstation and then create a Novell print queue. This technique uses a TSR (terminate and stay resident) program from Novell called "Rprinter" to manage printing functions. RDP **does not recommend** this approach for the following reasons: 1. DOS workstations are not compatible with RDP's latest features. 2. DOS workstations are normally slower machines, causing performance to decrease within the RDP software. If a slower DOS workstation also drives a printer, performance can drop to an unacceptable level. 3. Novell's "Rprinter" software can create conventional memory conflicts for DOS machines.

Windows 95 Workstations with Novell's NPTWIN95. *Connection Method: Parallel cable from printer to LPT port on a Windows 95/98 workstation.*	It is possible to create Novell print queues from printers physically connected to Windows 95/98 workstations using Novell's NPTWIN95.EXE program. Benefits to this approach are: 1. Most workstations running Windows 95/98 are at least Pentium machines with 32 megabytes of RAM. These workstations have enough power to simultaneously run the RDP system and drive printers. 2. Additional network connections are not required since parallel cables are used to attach printers to workstations. 3. Novell print queues are very reliable. 4. While the workstation where the printer is physically connected must run Windows 95/98, workstations running DOS 6.x, Windows 3.1, or Windows 95/98 may share the printer. *With this print sharing method, printer performance may be 3-10 times slower than with HP Jet Direct technology, the preferred alternative.*

Installing a Novell Print Queue

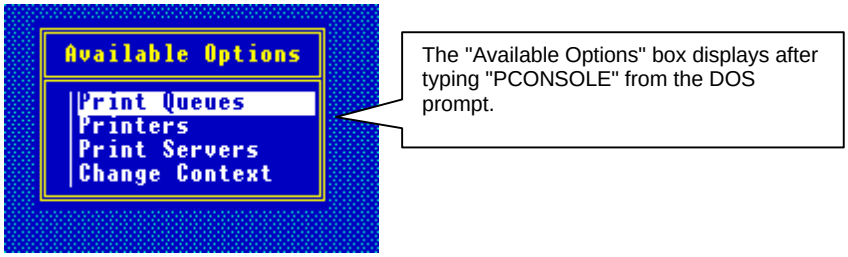
It is the customer's responsibility to physically connect the printer and install the Novell print queue. Most Novell installers are familiar with the process and the procedures are explained in detail in the Novell documentation.

☒ ***RDP can only print to Novell print queues that are on the same server as the RDP software.***

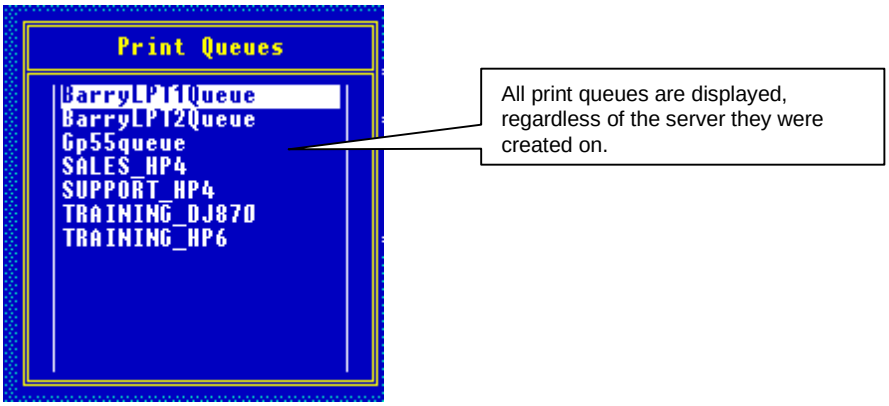
Testing a Novel Print Queue

After the printer is configured at the Novell level it is essential to test the printer outside of the RDP system. Most printer problems reported to RDP support are Novell configuration issues, not RDP print issues. To test the Novell print queue, proceed as follows:

1. From any networked workstation, go to an MS-DOS prompt and type "PCONSOLE". PCONSOLE is a Novell utility used to administer printers.



2. Highlight "Print Queues" in the "Available Options box". After pressing <ENTER>, Novell print queues are displayed. For properties with multiple fileservers, it is important to note that ALL queues are displayed, regardless of which fileserver the queue was created for. However, RDP can only print to those queues that are created on the fileserver where RDP is installed.



Note the name of the Novell print queue that will be tested. If the print queue is not displayed in PCONSOLE, it has not been properly configured at the Novell level. Consult the Novell documentation or your property's hardware consultant for assistance.

3. Press <ESCAPE> several times to exit PCONSOLE and return to the MS-DOS prompt. At this prompt type:

   CAPTURE Q=[Novell Queue Name] (Press <ENTER>)

   Replace the text “[Novell Queue Name]” with the name of the queue from the previous step. If the Novell queue is configured correctly, the system returns the following response:

   "Device LPT1 has been re-routed to print queue “[Novell Queue Name]”

   This response indicates that Novell re-directed the output from the workstation's LPT1 port to the print queue. To complete the print queue test, enter the following commands:

   DIR >LPT1: (Press <ENTER>

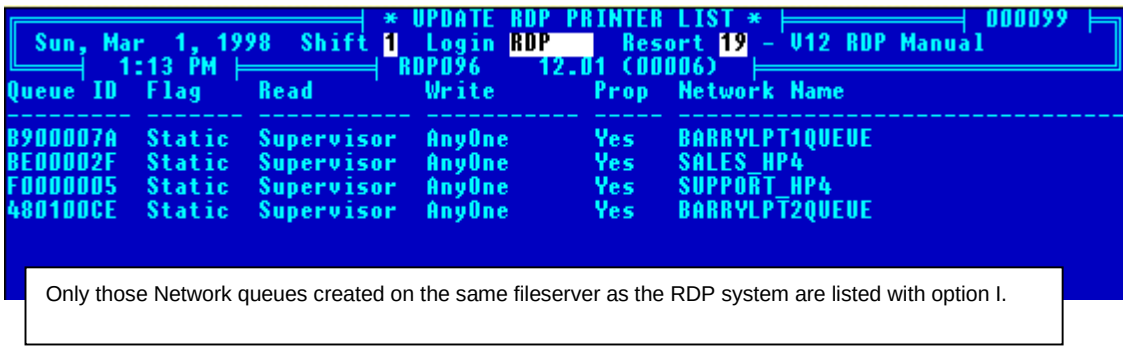
   CAPTURE /ENDCAP (Press <ENTER>

4. If the queue is configured properly, a directory listing prints. If the directory listing does not print, there is a Novell print queue configuration problem. Please consult the Novell documentation or your property's hardware consultant for assistance.

Configuring a Novell Print Queue in RDP

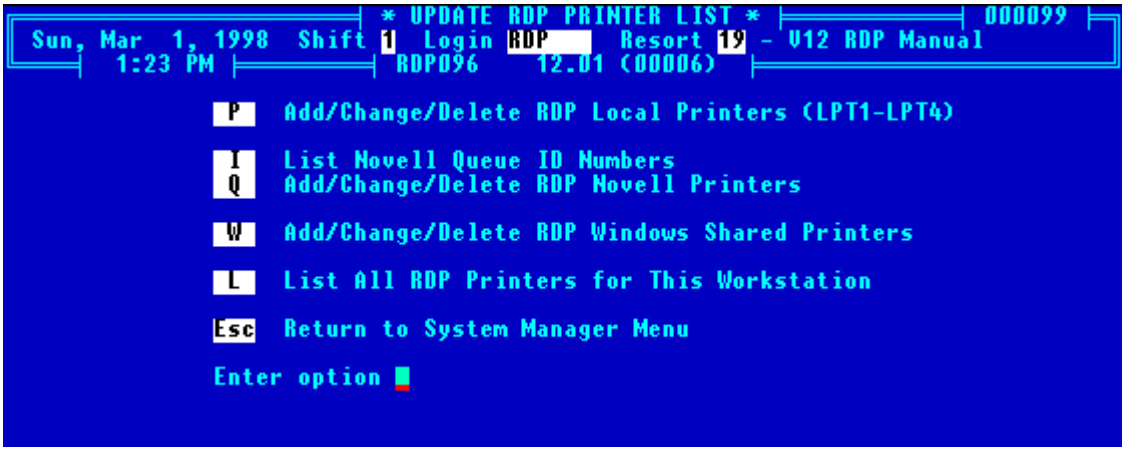
After successfully testing a Novell print queue from the MS-DOS prompt configure the queue within RDP using these steps:

1. From the System Manager Menu (98), choose option "096" - "Update Printer Options", and select option "I" – “List Novell Queue ID Numbers”. Next, use option “L” to list the available Novell queues to the screen.

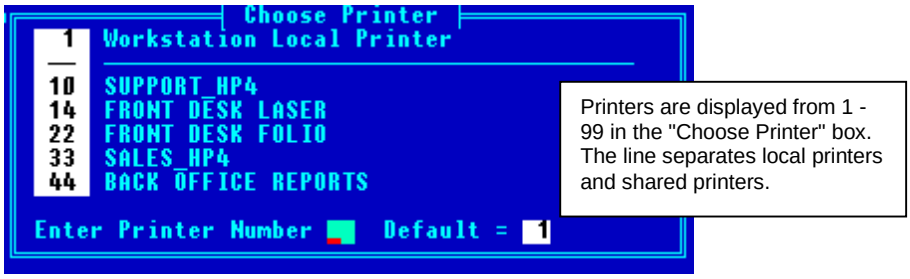

* UPDATE RDP PRINTER LIST *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:13 PM RDP096 12.01 (00006)
Queue ID Flag Read Write Prop Network Name
B9000007A Static Supervisor AnyOne Yes BARRYLPT1QUEUE
BE000002F Static Supervisor AnyOne Yes SALES_HP4
F0000005 Static Supervisor AnyOne Yes SUPPORT_HP4
48010DCE Static Supervisor AnyOne Yes BARRYLPT2QUEUE
Only those Network queues created on the same fileserver as the RDP system are listed with option I.

Note the “Queue ID Number” that is being configured. If the printer does not appear on the list, there is a configuration error at the Novell level. (If the printer is not listed using the steps above, return to PCONSOLE and be sure the print queue is active at the Novell level. Also, verify that the print queue is created on the same server as the RDP system.)

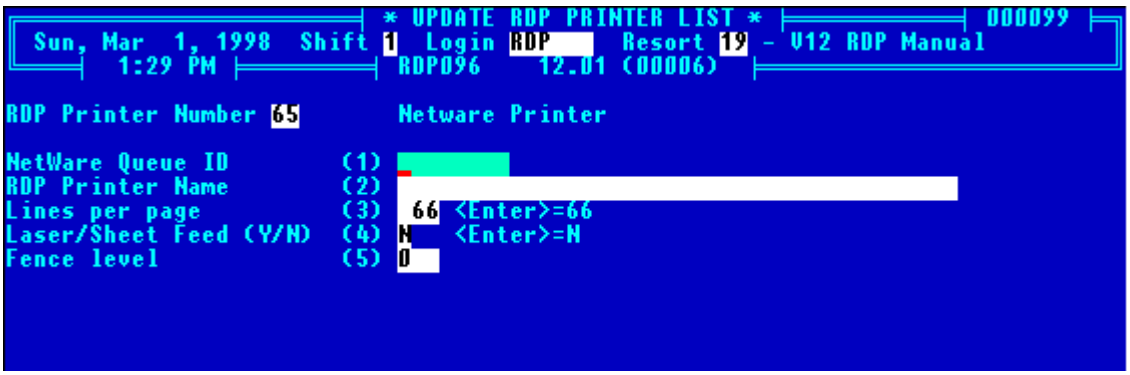
2. From the above screen, press <ESCAPE> twice and select option "Q" – "Add/Change/Delete RDP Novell Printers”.


* UPDATE RDP PRINTER LIST *
000099
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:23 PM RDP096 12.01 (00006)
P Add/Change/Delete RDP Local Printers (LPT1-LPT4)
I List Novell Queue ID Numbers
Q Add/Change/Delete RDP Novell Printers
W Add/Change/Delete RDP Windows Shared Printers
L List All RDP Printers for This Workstation
Esc Return to System Manager Menu
Enter option

The system prompts for an “RDP Printer Number”. Enter a number between 5 and 99. Printer numbers 1 - 4 are reserved for local printers. When the list of available printers is displayed in the "Choose Printer" box, they are displayed numerically from 1-99.


Choose Printer
1 Workstation Local Printer
10 SUPPORT_HP4
14 FRONT DESK LASER
22 FRONT DESK FOLIO
33 SALES_HP4
44 BACK OFFICE REPORTS
Enter Printer Number Default = 1
Printers are displayed from 1 - 99 in the "Choose Printer" box. The line separates local printers and shared printers.

3. The following screen displays.


* UPDATE RDP PRINTER LIST *
000099
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:29 PM RDP096 12.01 (00006)
RDP Printer Number 65 Netware Printer
NetWare Queue ID (1)
RDP Printer Name (2)
Lines per page (3) 66 <Enter>=66
Laser/Sheet Feed (Y/N) (4) N <Enter>=N
Fence level (5) 0

Enter the "Novell Queue ID" number (field #1) noted in step #1 above.

4. The "RDP Printer Name" (field #2) is displayed in the "Choose Printer" box any time a report is printed (from 1 - 99 as explained in step #2). For example, enter "Front Desk Laser Printer for Reports” to describe a printer used exclusively for reports at the front desk.

5. The "Lines per page" (field #3) is normally set to 66, although certain laser printers can only support 60 lines.
6. Set “Laser/Sheet Feed” (field #4) to "Y" or "N" as needed. For dot matrix printers, set this to NO.
7. The "Fence level" (field #5) controls which users are allowed to use the shared printer. To allow all workstations on the network to share the printer, enter a “fence level” of 0. For additional information regarding fence levels see the chapter titled ***Maintaining System Tables*** in the System Administration manual.
8. File the record.
9. Press <F2 - PRINT SCREEN>. If there is more than one printer configured for this workstation, the new printer appears as an option in the "Choose Printer" box. Select the newly added printer and verify that it prints correctly. If the "Choose Printer" box does not display, there is only one printer configured and the system automatically directs the print screen to the new Novell queue.

*If the screen does NOT print, see the **Troubleshooting** section at the end of this chapter.*

TROUBLESHOOTING FROM MS-DOS

When RDP was founded in 1985 printers were relatively easy to install and use on personal computers. The steps were:

1. Take printer out of the box.
2. Plug printer into power outlet.
3. Connect printer to the computer's LPT port.
4. Start printing

If the printer did not work, there were only a few things that could be wrong, and troubleshooting was easy. Printing was simple and reliable.

Over the last fifteen years PC users have come to expect much more out of their printers, including printer sharing, laser technology, fonts, graphics, security, and color. As a result printers have become very powerful and very complex. If a printer does not work, or stops working, there are now hundreds of possible problems, and troubleshooting is extremely difficult. Printing has become powerful but also potentially unreliable.

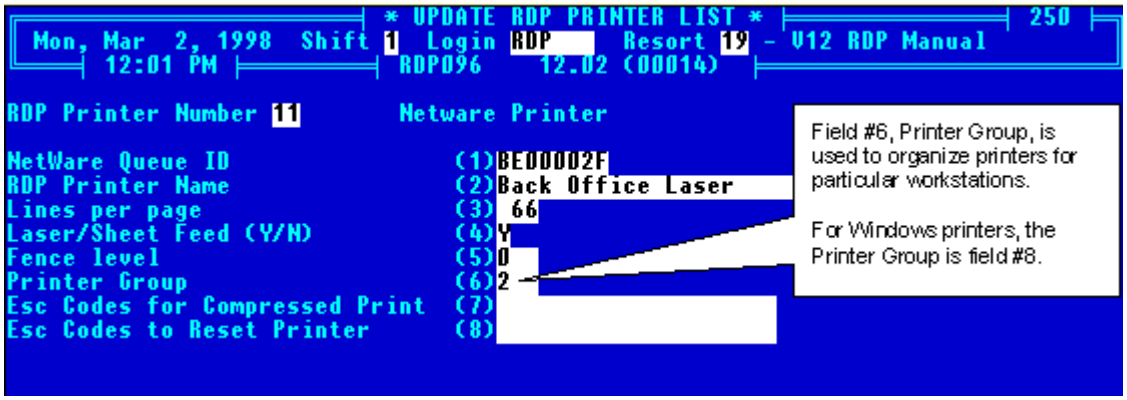
Does the Printer Work Using MS-DOS?

The first and most important step in troubleshooting printer problems is to determine if the printer works from outside the RDP system using MS-DOS. Ninety percent of printer problems reported to RDP support are configuration problems within Novell, DOS, or Windows. Use the following table to determine whether or not your printer works at the MS-DOS level. There are three possibilities for "Printer Type", (1) local, (2) Windows shared, or (3) Novell print queues.

Type	Testing from MS-DOS
Local Printer	Local printers are always connected with a parallel cable from the printer to the workstation. Local printers are not shared. These printers are assigned RDP Printer Numbers 1 - 4. To test a local printer from MS-DOS: 1. Exit to the MS-DOS prompt. 2. Type: **DIR >LPT1:** <ENTER> (Replace LPT1 with LPT2:, LPT3:, or LPT4: depending on which parallel port the printer is physically connected to.) A directory listing prints if the printer is configured correctly.
Windows Shared Printer	A windows shared printer can be physically connected with a parallel cable to a Windows 95/98 workstation or a Windows NT fileserver. It can also use a network cable connected to the network hub using Hewlett-Packard's Jet Direct technology. To test a Windows shared printer from the MS-DOS prompt: 1. Go to a Windows 95/98 workstation other than the workstation where the printer is physically connected. 2. Exit to the MS-DOS prompt and type: **NET USE LPT1: \\COMPUTERNAME\SHAREDPRINTERNAME** (Note: The "COMPUTERNAME" is the Windows 95 computer name of the workstation where the shared printer is physically connected. The "SHAREPRINTERNAME" is the Windows 95/98 sharename assigned to the printer) 3. **DIR >LPT1:** <ENTER> 4. **NET USE LPT1: /D** **<**ENTER> The directory listing prints if the printer is configured correctly.
Novell Print Queue	A Novell Print Queue can be physically connected with a parallel cable to a workstation or the Novell fileserver. It can also use a network cable connected to the hub using Hewlett Packard's Jet Direct technology. To test a Novell print queue from MS-DOS: 1. From any networked workstation, exit to an MS-DOS prompt and type: **CAPTURE Q=[Novell Queue Name]** <ENTER> (Replace the "[Novell Queue Name]" with the name of the queue. Use the Novell Utility "PCONSOLE" for a complete queue listing) 2. After pressing <ENTER>, the system responds: "Device LPT1 has been re-routed to print queue "[Novell Queue Name]" This response indicates that Novell has re-directed the output from the workstation's LPT1 port to the print queue. 3. To complete the test, type the following: **DIR >LPT1:** <ENTER> **CAPTURE /ENDCAP** <ENTER> The directory listing prints if the printer is configured correctly.

DEFINING PRINTER GROUPS

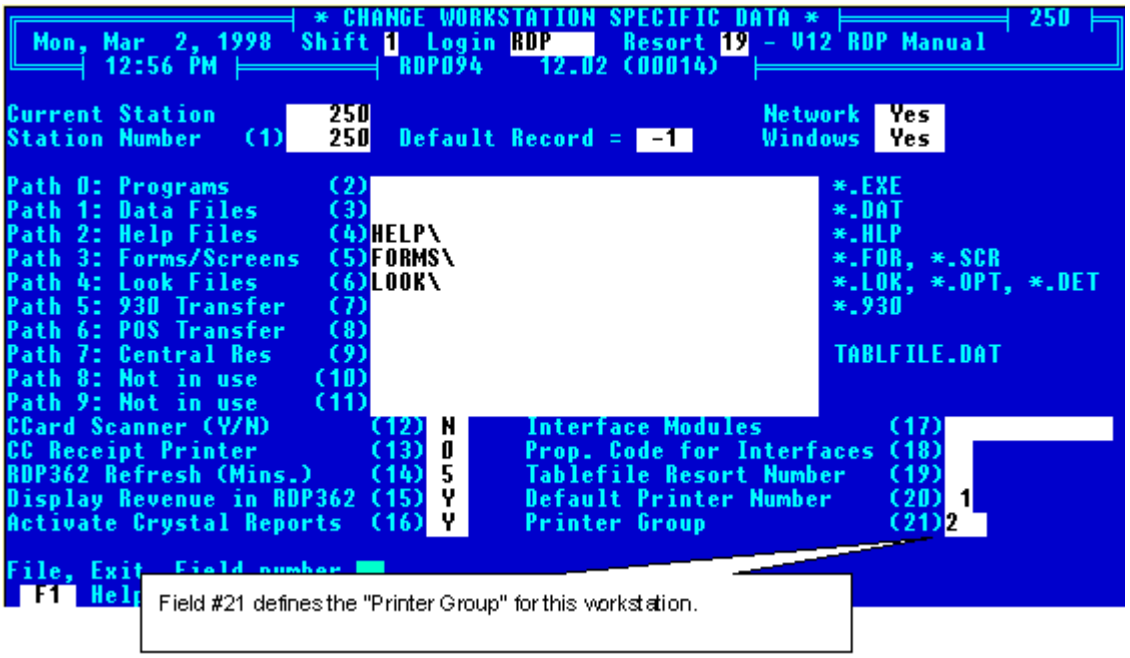
RDP provides control for displaying printers on a workstation-by-workstation basis. The field, "Printer Group", exists in option "096" - "Update Printer Options".


* UPDATE RDP PRINTER LIST *
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:01 PM RDP096 12.02 (00014)
RDP Printer Number 11 Netware Printer
NetWare Queue ID (1)BE00002F
RDP Printer Name (2)Back Office Laser
Lines per page (3) 66
Laser/Sheet Feed (Y/N) (4)Y
Fence level (5)0
Printer Group (6)2
Esc Codes for Compressed Print (7)
Esc Codes to Reset Printer (8)
Field #6, Printer Group, is used to organize printers for particular workstations.
For Windows printers, the Printer Group is field #8.

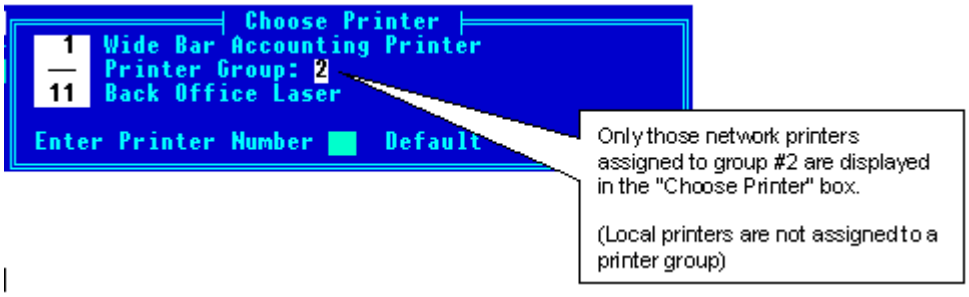
The "Printer Group" is used to control the display of available printers. For example, assume the front desk uses two printers, one for folios and registration cards and another for generating night audit reports. On the other hand, the reservations and accounting departments share a laser printer that generates confirmations, guest mailings, and miscellaneous administrative reports. The following table holds the breakdown for printers and printer groups at the sample property.

Printer	RDP Printer Group
Folios and Registration Cards	1
Night Audit Reports	1
Back-Office Laser	2

After assigning a group to each available printer, define the printer group for each workstation using option "094" - "Update File Paths" on the System Manager menu. The printer group is stored in field #21, seen below.


* CHANGE WORKSTATION SPECIFIC DATA *
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:56 PM RDP094 12.02 (00014)
Current Station 250
Station Number (1) 250 Default Record = -1
Network Yes
Windows Yes
Path 0: Programs (2) *.EXE
Path 1: Data Files (3) *.DAT
Path 2: Help Files (4)HELP\ *.HLP
Path 3: Forms/Screens (5)FORMS\ *.FOR, *.SCR
Path 4: Look Files (6)LOOK\ *.LOK, *.OPT, *.DET
Path 5: 930 Transfer (7) *.930
Path 6: POS Transfer (8)
Path 7: Central Res (9) TABLFILE.DAT
Path 8: Not in use (10)
Path 9: Not in use (11)
CCard Scanner (Y/N) (12) N
CC Receipt Printer (13) 0
RDP362 Refresh (Mins.) (14) 5
Display Revenue in RDP362 (15) Y
Activate Crystal Reports (16) Y
Interface Modules (17)
Prop. Code for Interfaces (18)
Tablefile Resort Number (19)
Default Printer Number (20) 1
Printer Group (21)2
File, Exit Field number
F1 Help
Field #21 defines the "Printer Group" for this workstation.

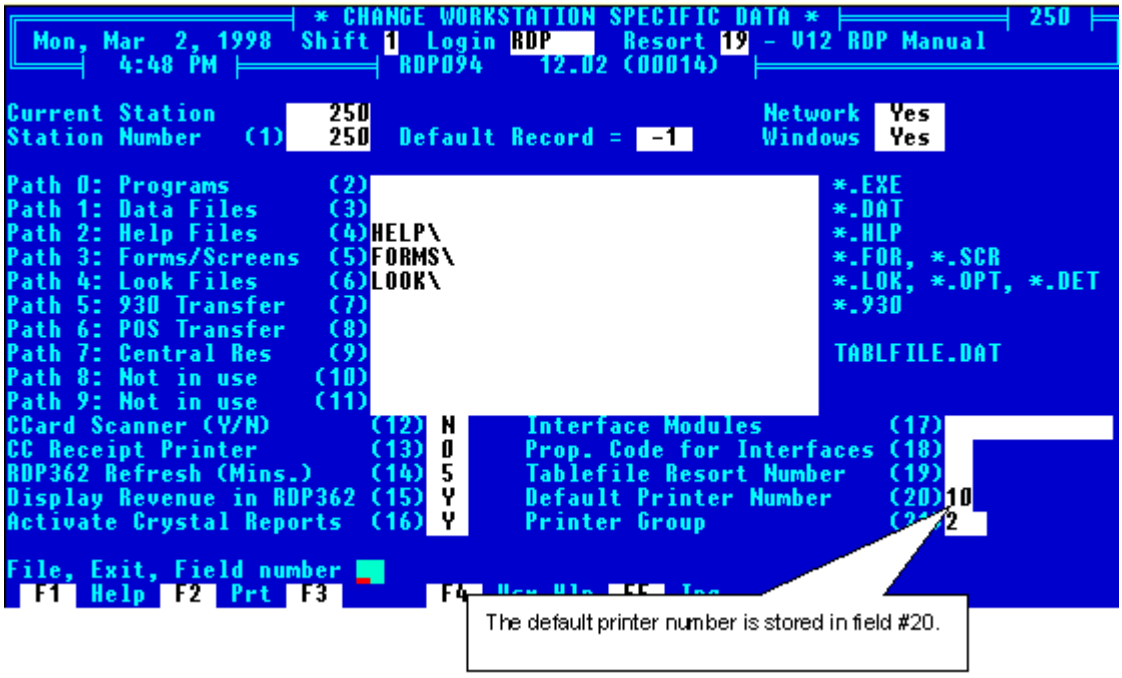
Once the printer group is defined for a workstation, only those printers assigned to its group display in the "Choose Printer" box.


Choose Printer
1
11
Wide Bar Accounting Printer
Printer Group: 2
Back Office Laser
Enter Printer Number
Default
Only those network printers assigned to group #2 are displayed in the "Choose Printer" box.
(Local printers are not assigned to a printer group)

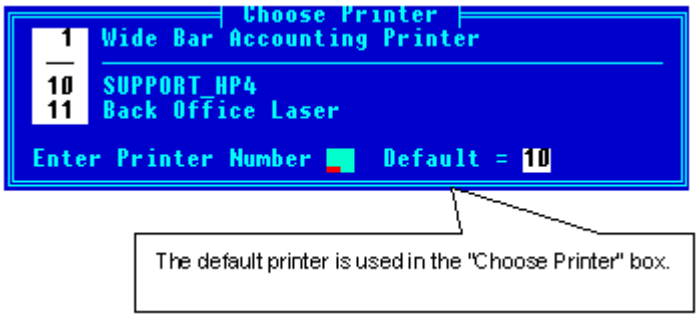
If field #21 in option 094 is left blank, all printers are displayed in the "Choose Printer" box, regardless of the "Printer Group" field in option 096.

DEFAULT PRINTERS

With Version 12.02, a printer default can be assigned to each workstation on the RDP network using option "094" - "Update File Paths", located on the System Manager menu.


* CHANGE WORKSTATION SPECIFIC DATA *
250
Mon, Mar 2, 1998 4:48 PM
Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP094 12.02 (00014)
Current Station 250
Station Number (1) 250
Default Record = -1
Network Yes
Windows Yes
Path 0: Programs (2)
Path 1: Data Files (3)
Path 2: Help Files (4) HELP\
Path 3: Forms/Screens (5) FORMS\
Path 4: Look Files (6) LOOK\
Path 5: 930 Transfer (7)
Path 6: POS Transfer (8)
Path 7: Central Res (9)
Path 8: Not in use (10)
Path 9: Not in use (11)
*.EXE
*.DAT
*.HLP
*.FOR, *.SCR
*.LOK, *.OPT, *.DET
*.930
TABLFILE.DAT
CCard Scanner (Y/N) (12) N
CC Receipt Printer (13) 0
RDP362 Refresh (Mins.) (14) 5
Display Revenue in RDP362 (15) Y
Activate Crystal Reports (16) Y
Interface Modules (17)
Prop. Code for Interfaces (18)
Tablefile Resort Number (19)
Default Printer Number (20) 10
Printer Group
File, Exit, Field number
F1 Help F2 Prt F3
The default printer number is stored in field #20.

After defining the default printer, it is used in the "Choose Printer" box.

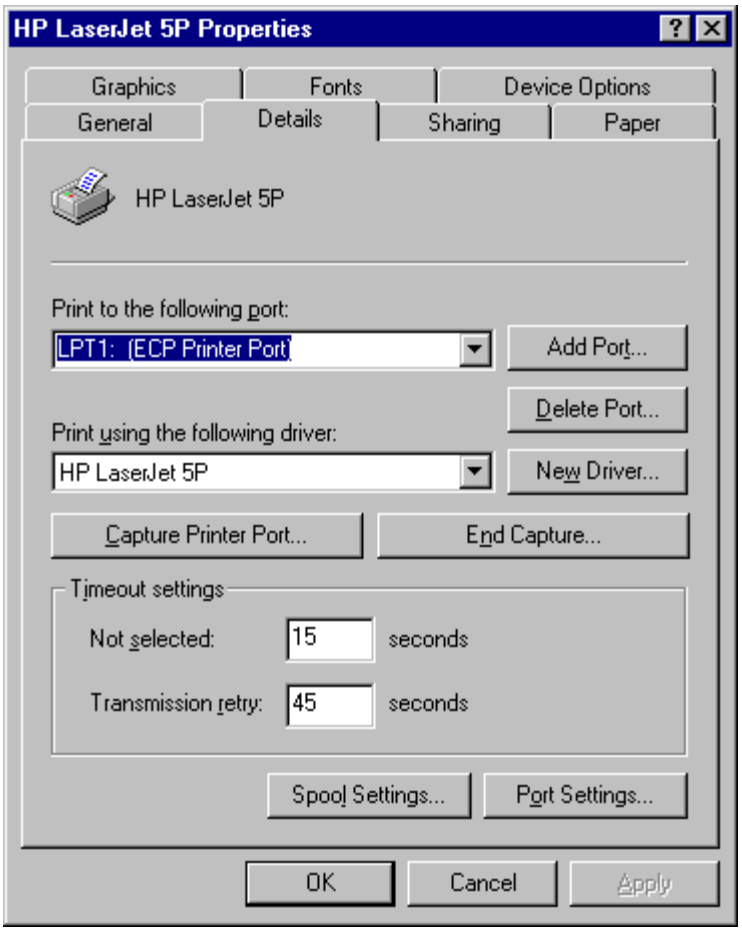

Choose Printer
1 Wide Bar Accounting Printer
10 SUPPORT_HP4
11 Back Office Laser
Enter Printer Number Default = 10
The default printer is used in the "Choose Printer" box.

CONFIGURATION PROBLEMS AND TIPS

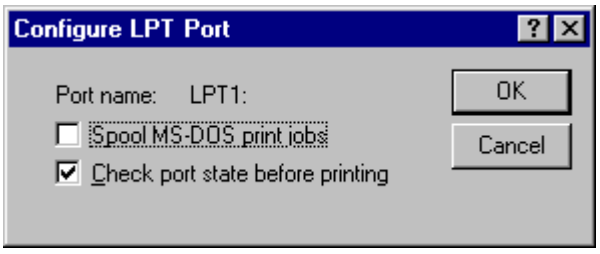
Do Not Use the Windows 95/98 “Spool MS-DOS Print Jobs” Setting

RDP does not support the Windows 95/98 printer configuration setting for “Spool MS-DOS Print Jobs”. Use the following steps to verify that this feature is inactive.

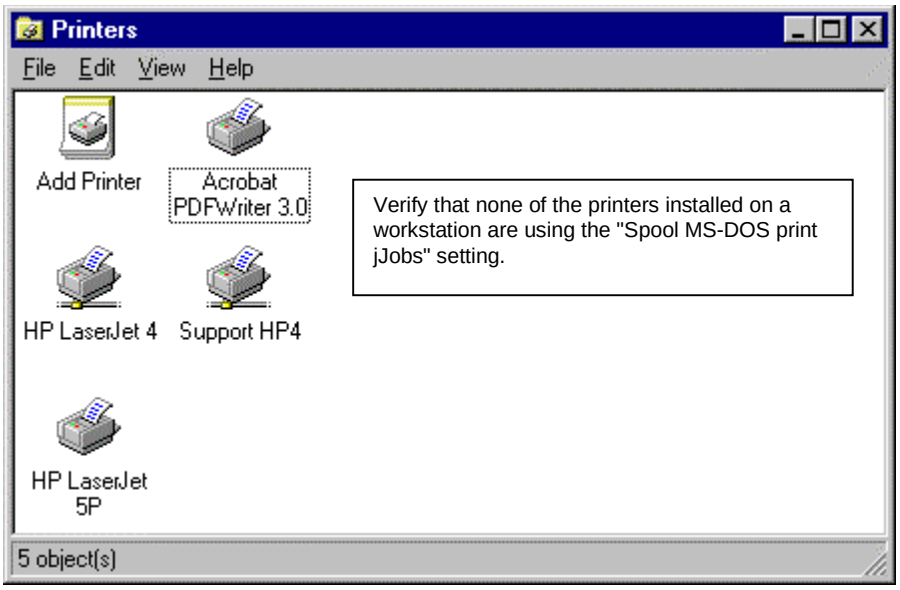
1. Click "Start", "Settings", and "Printers".
2. Right click on the appropriate printer.
3. Left click "Properties".
4. Click the "Details" tab. The following window displays.



5. Click “Port Settings”. The setting for “Spool MS-DOS print jobs" must be OFF. With this setting activated, RDP print jobs print partially or not at all, depending on the report being printed.



6. Repeat this process for every printer installed on the local workstation. For example, if there are four printers configured on a particular workstation, none of them can have the "Spool MS-DOS print jobs" setting activated.


Printers
File Edit View Help
Add Printer
Acrobat PDFWriter 3.0
HP LaserJet 4
Support HP4
HP LaserJet 5P
Verify that none of the printers installed on a workstation are using the "Spool MS-DOS print jJobs" setting.
5 object(s)

The "Port Settings" option is only active for local printers.

Never Capture or Re-Direct a Printer Port

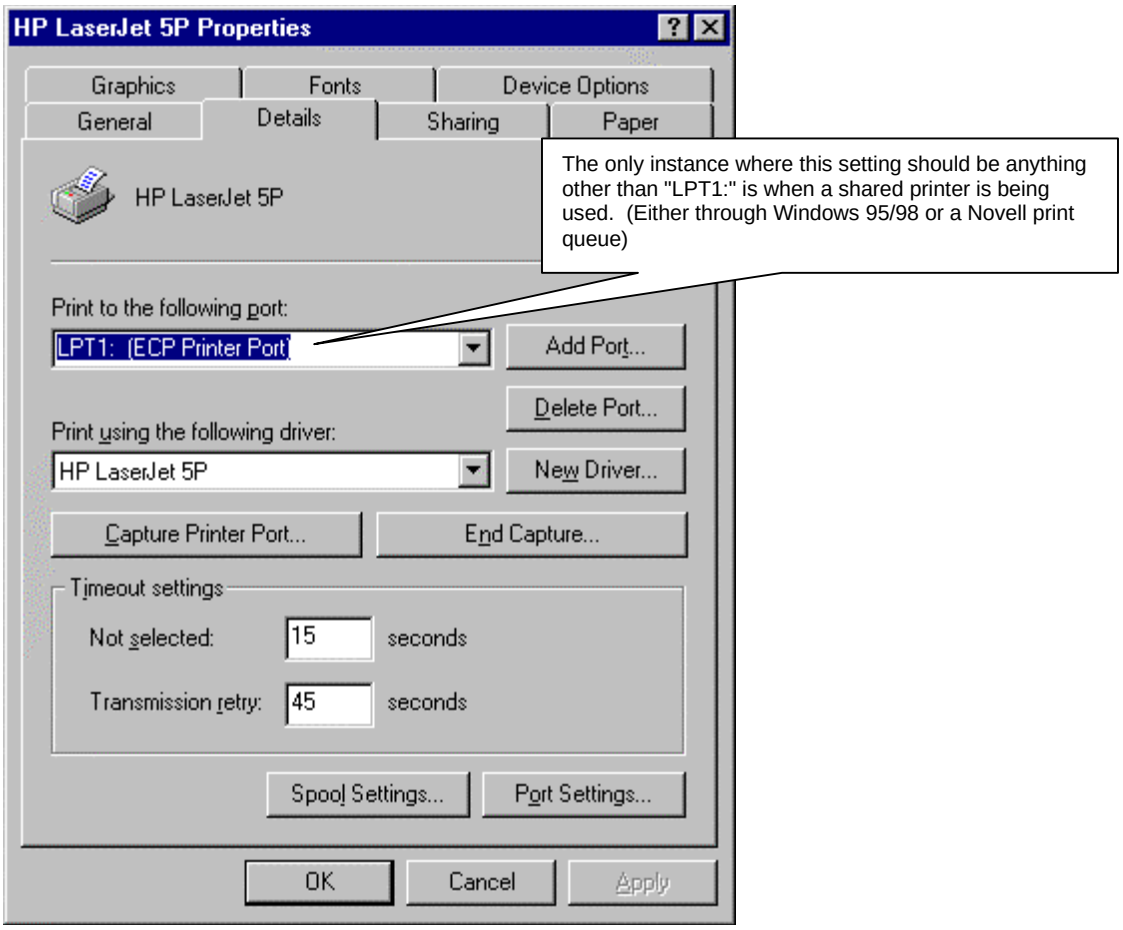
RDP is designed to control network printing. As a result, never capture a printer port outside the RDP system. If a printer port is captured or re-directed, RDP cannot correctly route the printed output and various errors occur. There are three primary ways to re-direct a printer port outside of RDP:

- Using the Novell "Capture" command prior to starting RDP
- Using the Microsoft "Net Use LPT1" command prior to starting RDP
- Windows level capturing of a printer port (Windows 95/98)

All three methods cause RDP to improperly print. To delete any "Capture" or "Net Use" commands, verify all workstation and network batch files, including the C:\AUTOEXEC.BAT file, and remove any "Capture" or "Net Use LPT1" commands.

To verify that a Windows 95/98 workstation is not doing a capture, proceed as follows:

1. Click "Start", "Settings", and "Printers".
2. Right click on the appropriate printer.
3. Left click "Properties".
4. Click the "Details" tab.

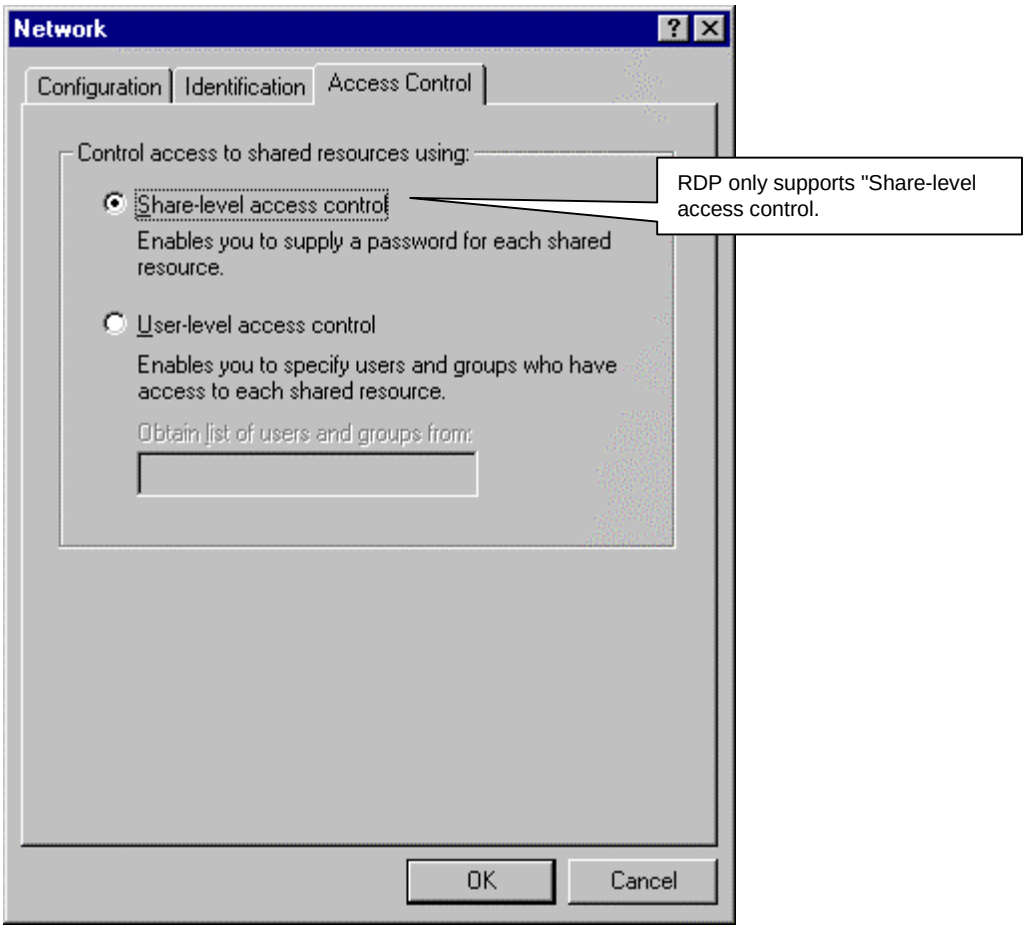


For all local printers, the “Print to the following port” field should include the text "LPT1: (Printer Port)". This setting directs the printer's output to its own LPT1 port. All local RDP printers must be set to print directly to a local port.

"Share Level Access Control"

RDP does not support "User level access control" in Windows 95/98. Use the following steps to verify this setting.

1. Go to the Windows 95/98 workstation where a shared printer is physically connected.
2. From the Windows 95/98 desktop, right click "Network Neighborhood", left click "Properties", and left click the "Access Control" tab. The following window displays.


Network
Configuration
Identification
Access Control
Control access to shared resources using:
Share-level access control
Enables you to supply a password for each shared resource.
User-level access control
Enables you to specify users and groups who have access to each shared resource.
Obtain list of users and groups from:
OK
Cancel
RDP only supports "Share-level access control.

Verify that “Share-level access control” is marked. With "User-level access control" marked RDP will not print reliably.

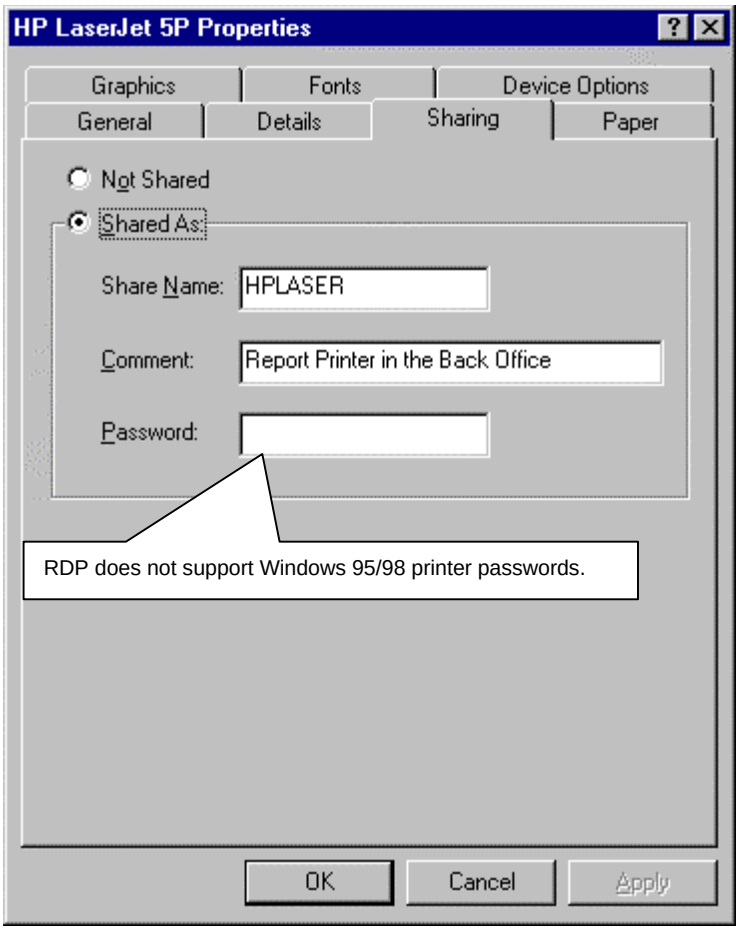
3. Repeat this process for every Windows 95/98 workstation with a shared printer.

Windows 95/98 Shared Printer Passwords

RDP does not support printer passwords within Windows 95/98. In order to restrict a user from a particular printer, use the security measures within RDP. For more information regarding RDP security, please see the ***Maintaining System Tables*** chapter of the System Administrator manual. In order to verify that no Windows 95/98 passwords exist, use the following steps:

1. Click "Start", "Settings", and "Printers".
2. Right click on the appropriate shared printer.

3. Click "Sharing". The following window displays.

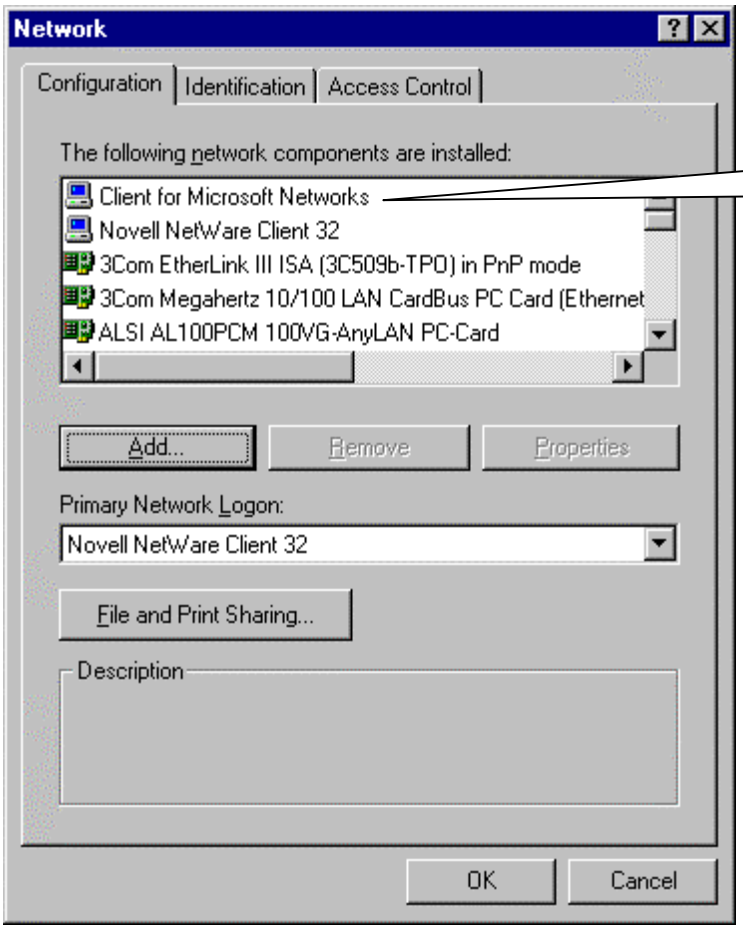


4. Verify that no password exists.
5. Repeat this step on each Windows 95/98 workstation with a shared printer.

Activate Print Sharing

Prior to sharing a printer with Windows 95/98, activate print sharing at the Windows 95/98 level. Without print sharing activated, it is impossible for multiple workstations to utilize one printer. Use the following steps to verify that print sharing is active.

1. From the Windows 95/98 workstation where a shared printer is physically connected, right click "Network Neighborhood", click "Properties", and then the “File and Print Sharing” button.



2. Verify the “I want to be able to allow others to print to my printers” option is checked.

File and Print Sharing
I want to be able to give others access to my files.
I want to be able to allow others to print to my printer(s).
OK
Cancel

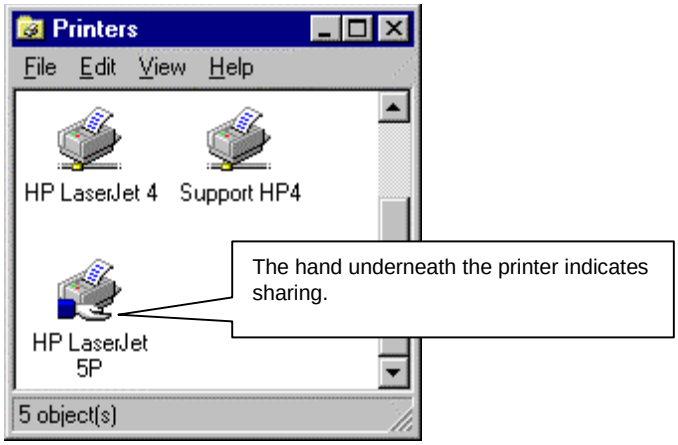
If this option is not checked, check it, click "OK", and reboot the workstation. The printer will then have to be flagged as shared (see the following sections).

3. Repeat this process for every Windows 95/98 workstation that has a shared printer.

Verify Print Sharing and Sharename

After verifying that print sharing is active (previous section), each printer that will be shared on a workstation must be marked as shareable. To verify:

1. From the Windows 95/98 workstation where a shared printer is physically connected, click "Start", "Settings", and "Printers".
2. Each shared printer should have a small hand underneath it indicating that sharing is activate.

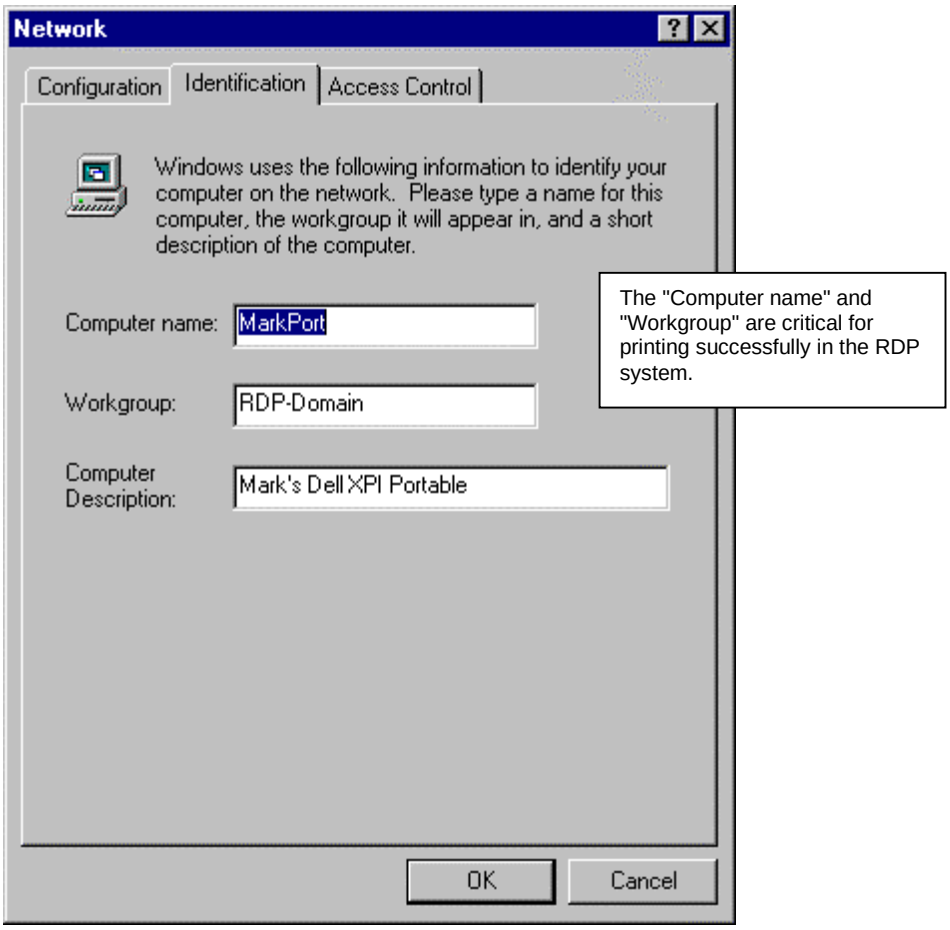


3. If the hand does not appear, right click on the appropriate printer and click "Sharing".
4. Mark the "Shared As" box, enter a “Share Name” and a "Comment". Note the “Share Name”.
5. Make sure the “Password” is blank.
6. Login to RDP and from the System Manager Menu (98) choose option "096" - "Update Printer Options". Next, choose option "L" - “List all RDP Printers for this workstation”. In the “RDP Windows Shared Printers” section, the “Printer Share Name” must appear exactly as seen in step #4. If not, use option “W” to change the name.
7. Repeat this process for every Windows 95/98 workstation that has a shared printer

Verify a Workstation's Windows Identification

When sharing a printer with Windows 95/98, the computer name is critical. If the name changes shared printers will no longer work. Use the following steps to verify a workstation's Windows identification:

1. From the Windows 95/98 workstation where a shared printer is physically connected, right click "Network Neighborhood", click "Properties", and then the “Identification” tab.


Network
Configuration
Identification
Access Control
Windows uses the following information to identify your computer on the network. Please type a name for this computer, the workgroup it will appear in, and a short description of the computer.
Computer name:
MarkPort
Workgroup:
RDP-Domain
Computer Description:
Mark's Dell XPI Portable
OK
Cancel
The "Computer name" and "Workgroup" are critical for printing successfully in the RDP system.

2. Note the “Computer Name” for this workstation
3. Login to RDP on this workstation.
4. From the System Manager Menu (98), choose option "096" - "Update Printer Options" and choose option "L" - “List all RDP Printers for this workstation”. In the “RDP Windows Shared Printers” section, the “Server Name” should appear exactly as seen in step #2. If the name is different, use option “W” to correct the name.
5. Repeat this process for every Windows 95/98 workstation with a shared printer.

Verify the Windows Workgroup is Identical for All Workstations

In Windows 95/98, all workstations that share a printer must belong to the same workgroup. Use the following steps to verify a workgroup:

1. From any Windows 95/98 workstation that is sharing a printer, right click "Network Neighborhood", click "Properties", and then the “Identification” tab. The above window displays.
2. Note the workstation's “Workgroup”.
3. Repeat this process for every Windows 95/98 workstation that uses a shared printer. If a workstation is not a member of the correct Workgroup, the computer must be re-booted after a change is made.

These steps do not apply to DOS 6.x or Windows 3.x workstations. Only Windows 95/98 workstations can print to a Windows shared printer.

"A/B" Printer Switches.

It is possible to share a printer between more than one computer using an “A/B” switch. With this type of configuration, the “A” computer, “B” computer, and printer are plugged into the A/B switch. With the switch set to “A”, the “A” computer prints. With the switch set to “B”, the “B” computer prints. The main shortcoming of this configuration is being sure the switch is “aimed” at the correct computer. If it is aimed at the “A” computer, the “B” computer will not print and will cause the RDP system to freeze (and vice versa).

Today there are electronic A/B switches. With an electronic switch, there is no knob that is aimed at computer “A” or “B”. Instead both printers print to the A/B switch, and the A/B switch controls the output to the printer. These switches often “hang” so that neither computer prints, causing the RDP system to hang.

RDP does not support “A/B” switches of any type. It is recommended to share the printer using a Novell print queue or Windows 95/98. When troubleshooting a printer problem where an “A/B” switch, the first step is to disconnect the switch, since it is often the problem.

Client 32 Version

Windows 95 workstations require "Client 32" software for connecting to a Novell Network. The primary vendors and software are:

- Microsoft Client for NetWare Networks
- Novell NetWare Client 32

There are approximately twenty versions for each of these products. And some versions contain known printing problems. For example, Novell NetWare Client 32 version 3.02, released in November 1998, does not allow printing to Windows Print Queues or Novell Print Queues. For information regarding your version of "Client 32" and RDP compatibility, please contact RDP Support.

RDP Printing Batch Files

RDP utilizes two printing batch files. They are:

1. PRINTON.BAT
2. PRINTOFF.BAT

These batch files must exist in the RDP directory and appear as follows.

PRINTON.BAT

```
@Echo off
Net Use LPT1 %1 /Y > %2
```

PRINTOFF.BAT

```
@Echo off
net use lpt1 /DELETE /Y > nul
```

☒ ***If the above two batch files do NOT exist in the RDP directory or do not appear as they do above, please contact RDP Support.***

WINDOWS SHARED PRINTING ERROR 3545

If Microsoft's "Client for Microsoft Networks" is not installed on a particular workstation, RDP returns the following error when printing to a Windows shared printer.

In order to install the "Client for Microsoft Networks", follow the steps outlined in the section titled ***Installing Network Client Software***.

Microsoft's "Client for Microsoft Networks" MUST be installed on each workstation that is utilizing shared Windows printers (Novell and Windows NT networks).

CRYSTAL REPORTS

OVERVIEW

This chapter covers the following Crystal Reports topics:

Installation
Folder Set-Up
Running Reports from RDP and Reporter
Running Reports from the Windows Desktop
Adding Custom Reports

INSTALLATION

There are several components to the RDP Crystal Reports module, including:

1. RDP's "RS" - "Crystal Reports" module

   This module includes:

   A. RDP's standard Crystal Reports.

   B. RDP Reporter. The RDP Reporter program generates RDP's Crystal Reports and can be run from within RDP or from the Windows desktop.

   C. Crystal Reports Engine. RDP distributes the programs for Crystal Reports. The "engine" is installed on each Windows 95 workstation that uses Crystal Reports. Reports cannot be changed with these programs.

2. Crystal Reports Version 7.0 from Seagate Software. To create or modify reports, customers must purchase a copy of Crystal Reports 7.0 from Seagate Software.

RDP Crystal Reports Certification. RDP has developed a training course for Crystal Reports that is divided into Level 1 and Level 2 certification. Customers must pass one or both courses to receive assistance from RDP Support when modifying Crystal reports. Both courses are offered throughout the year. Please contact RDP Sales at (970) 845-1140 for more information and a course schedule.

Prior to Installation

Prior to installing RDP's Crystal Reports module, please check the version of BTRIEVE that your property is running and that "Long File Names" are supported on your fileserver. Use the following instructions to perform these checks.

Pervasive.SQL Version

To check the version of Pervasive.SQL loaded on a Novell fileserver:

2. Go to the fileserver command prompt (":").
3. Type the following command:

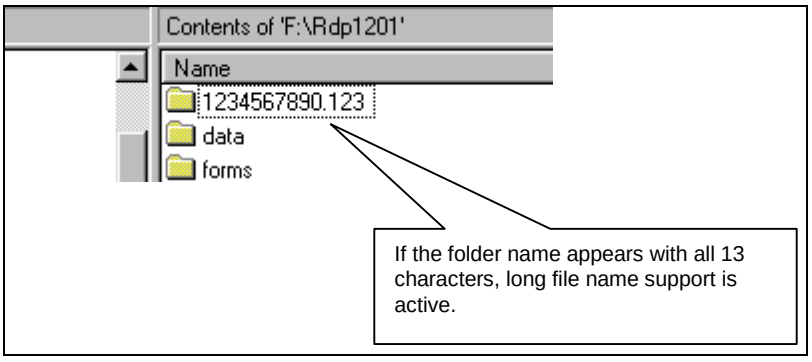
   MODULES <ENTER>

4. Verify the version of BTRIEVE.NLM. The version of BTRIEVE determines which RDP setup file is used at installation.

"Long File Names"

In order to install RDP's Crystal Reports module on a Novell fileserver, "Long File Name" support must be installed. To verify that "Long File Name" support is installed, use the following steps.

1. Start Windows Explorer
2. Go to the RDP folder.
3. Create a new folder called "1234567890.123". If the folder appears with all 13 characters, Long File Name support is active. If the folder does not appear with the above name, please contact your hardware vendor for installing Long File Name support.



Installation Instructions

Crystal Reports includes three setup files:

RDPCry7-Btr6Setup.exe	Uses the BTRIEVE 6.15 local engine. Customers using BTRIEVE 6.1x should use this setup file.
RDPCry7-Perv7Setup.EXE	Uses the BTRIEVE 7.0 local engine. Customers using BTRIEVE 7.0 should use this setup file. The setup files contain all of the program files and DLL's needed to run RDP Reporter. BTRIEVE DLL's are copied onto each machine's local drive. It is important to install the correct version. These setup programs are run on each workstation that uses Crystal Reports.
RDPReportSetup.EXE	Contains the RDP Standard Crystal Reports and DDF files. Run this setup program one time during installation to copy the reports and DDF's for RDP. Do NOT run this setup for each workstation. When reports and DDF files are changed, RDP will send this file again to update each customer's reports.

Reporter Program Installation

Use the following steps for installing the RDP Reporter on each Windows 95 workstation that operates RDP's Crystal Reports module.

1. Copy the two setup files to the \RDP directory. The required files are:

   A. RDPCry7Btr6Setup.EXE or RDPCry7-Perv7Setup.EXE
   B. RDPRptSetup.EXE.

2. Click the Start button.

3. Click Run

4. Enter the following executable file

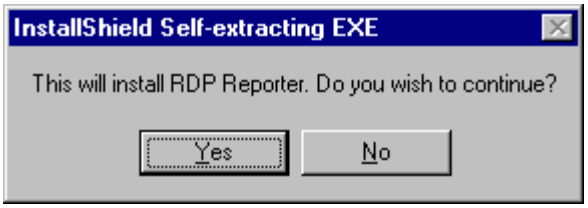
   F:\RDP\RDPCry7Btr6Setup.exe

   or

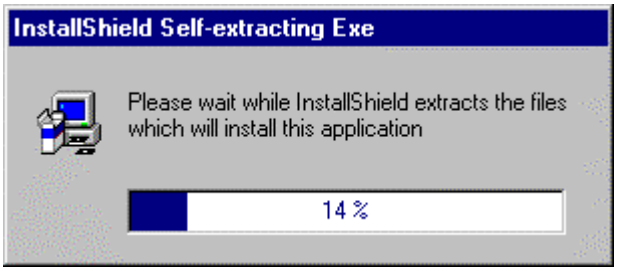
   F:\RDP\RDPCry7-Perv7Setup.exe.

   Click the Browse button to locate either file in the \RDP directory. These instructions assume RDP is installed on the F: drive.

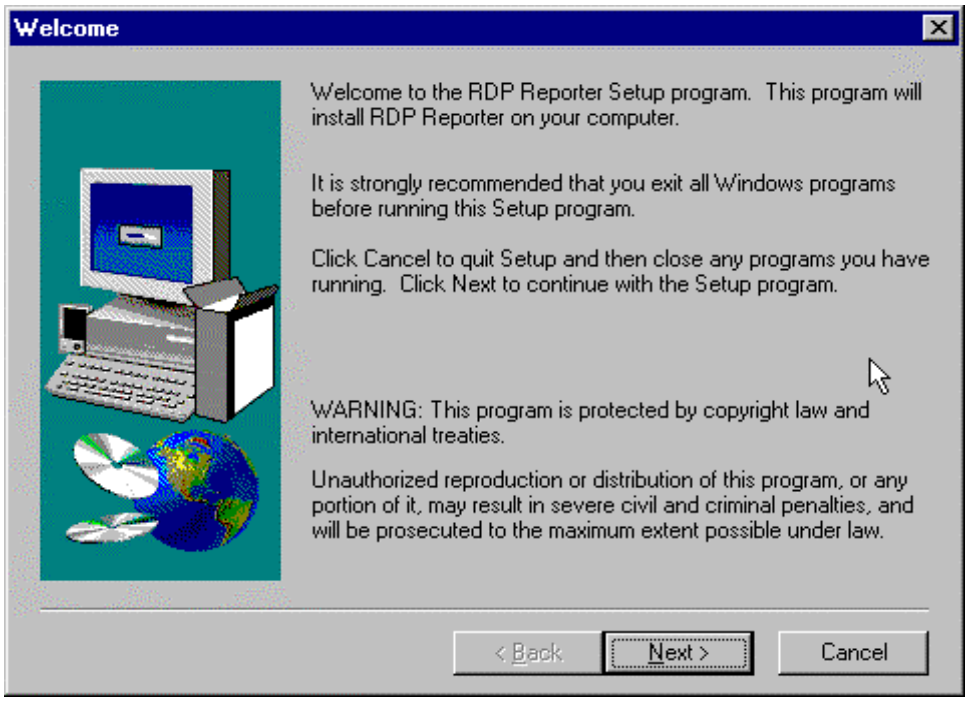
5. The following prompt displays.



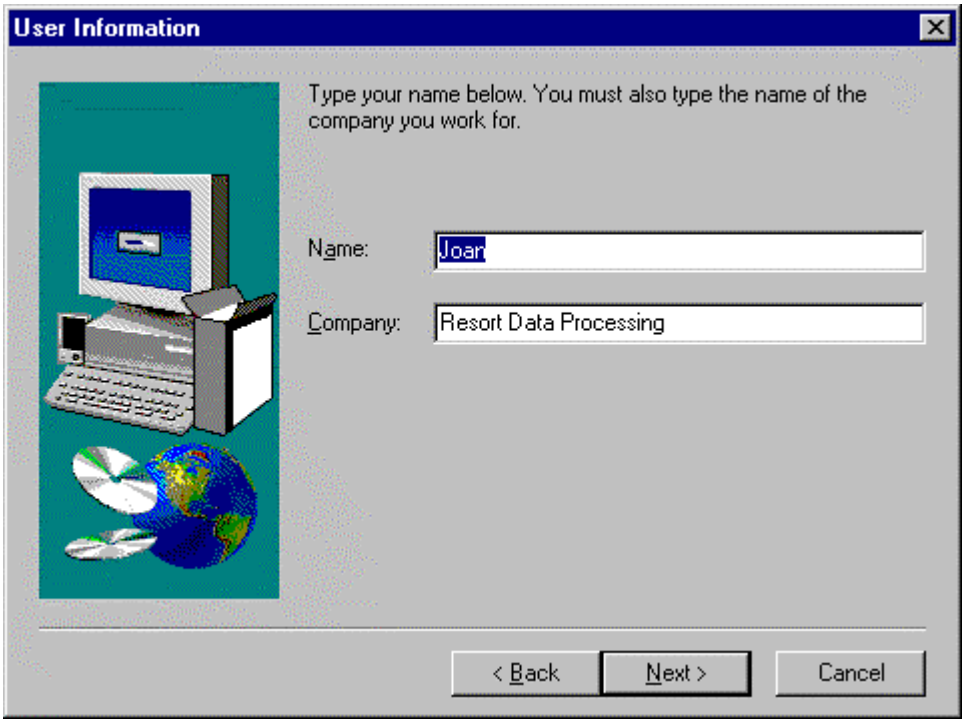
Click YES to continue. Next, the following status window displays indicating that files are extracting.


InstallShield Self-extracting Exe
Please wait while InstallShield extracts the files which will install this application
14 %

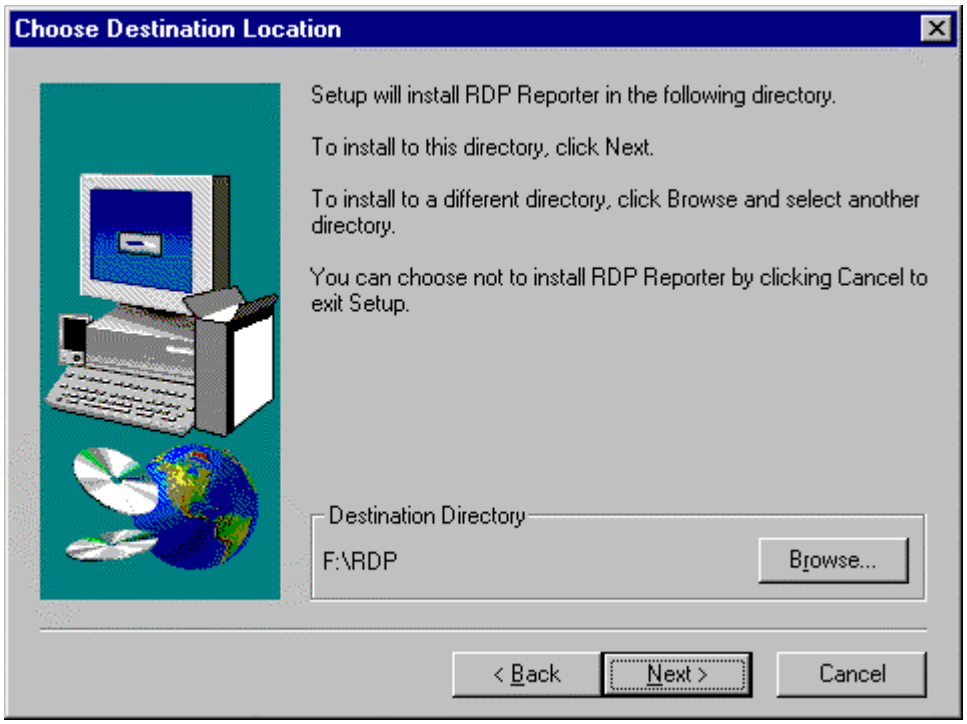
6. Once all files are extracted, a full-screen window displays for installing RDP Reporter. The screen below instructs the user to exit other Windows applications before continuing. Click Next to continue.


Welcome
Welcome to the RDP Reporter Setup program. This program will install RDP Reporter on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup program.
Click Cancel to quit Setup and then close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
< Back
Next >
Cancel

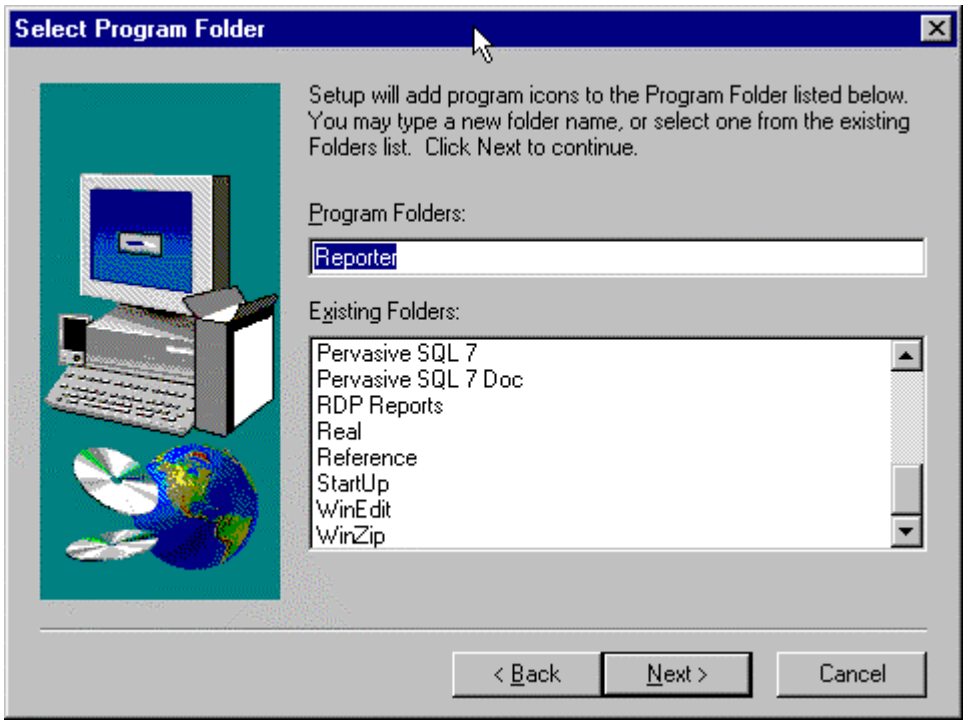
Enter the workstation name and property name. Click the Next button.



7. Enter the directory where Reporter should be installed. The default directory is F:\RDP. Change the drive letter if RDP is installed on a drive other than F.


Choose Destination Location
Setup will install RDP Reporter in the following directory.
To install to this directory, click Next.
To install to a different directory, click Browse and select another directory.
You can choose not to install RDP Reporter by clicking Cancel to exit Setup.
Destination Directory
F:\RDP
Browse...
< Back
Next >
Cancel

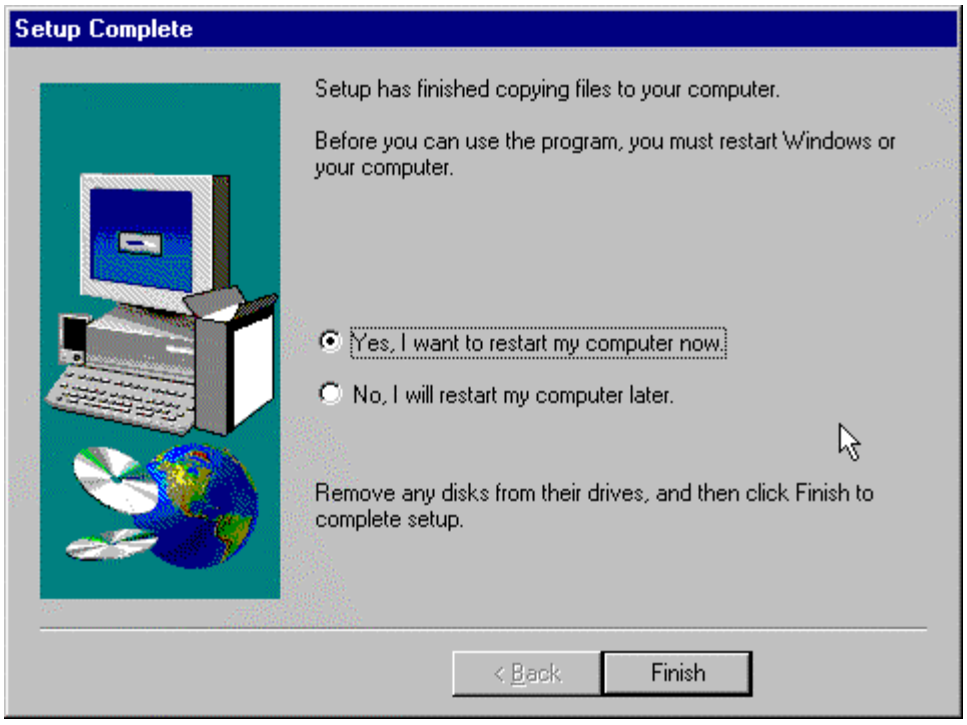
8. Select the folder for the Reporter icon. The default location is a new folder located under "Programs". If there is an RDP folder, highlight that folder or choose the desired folder from the list displayed. Click the Next button to continue. The Reporter icon is automatically added to the Start folder.



9. Next, a window displays confirming the installation. Click the Next button to complete the installation.

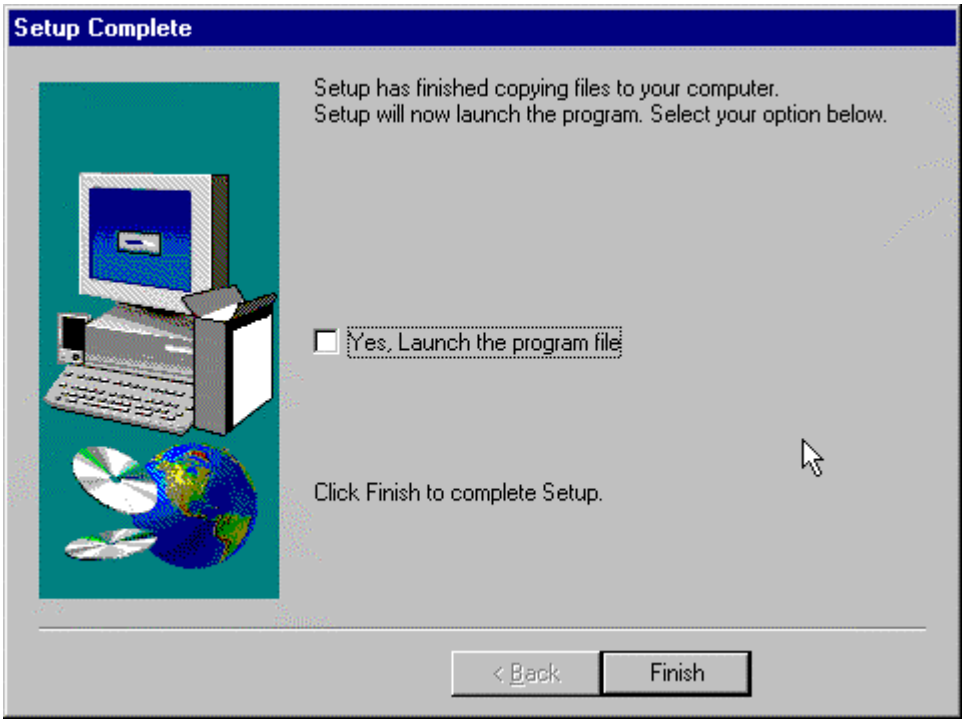
Start Copying Files
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Setup Type:
Complete
Target Folder
c:\rdp
User Information
Name: Joan
Company: Resort Data Processing
< Back
Next >
Cancel

10. Once setup is complete, the window below displays. Use the default option for restarting the computer and click the Finish button. If "Yes, restart computer" is the default, the computer reboots.


Setup Complete
Setup has finished copying files to your computer.
Before you can use the program, you must restart Windows or your computer.
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish

11. After the computer has rebooted, Reporter is available. See the section titled "*Activating Crystal Reports in RDP"* for instructions on running Reporter from within RDP.

    On the screen above, if "No, restart later" was toggled, the screen below displays. Click on Finish to complete the setup.


Setup Complete
Setup has finished copying files to your computer.
Setup will now launch the program. Select your option below.
Yes, Launch the program file
Click Finish to complete Setup.
< Back
Finish

Installing Reports

Next, install the reports and DDF files for the RDP system.

1. Click the Start button

2. Click Run

3. Enter

   F:\RDP\RDPRptSetup.exe

   or click the Browse button to locate the file in the \RDP directory. These instructions assume RDP is installed on the F: drive.

4. Follow the steps from the Reporter Program Installation to finish installing the RDP Standard Crystal Reports and DDF files.

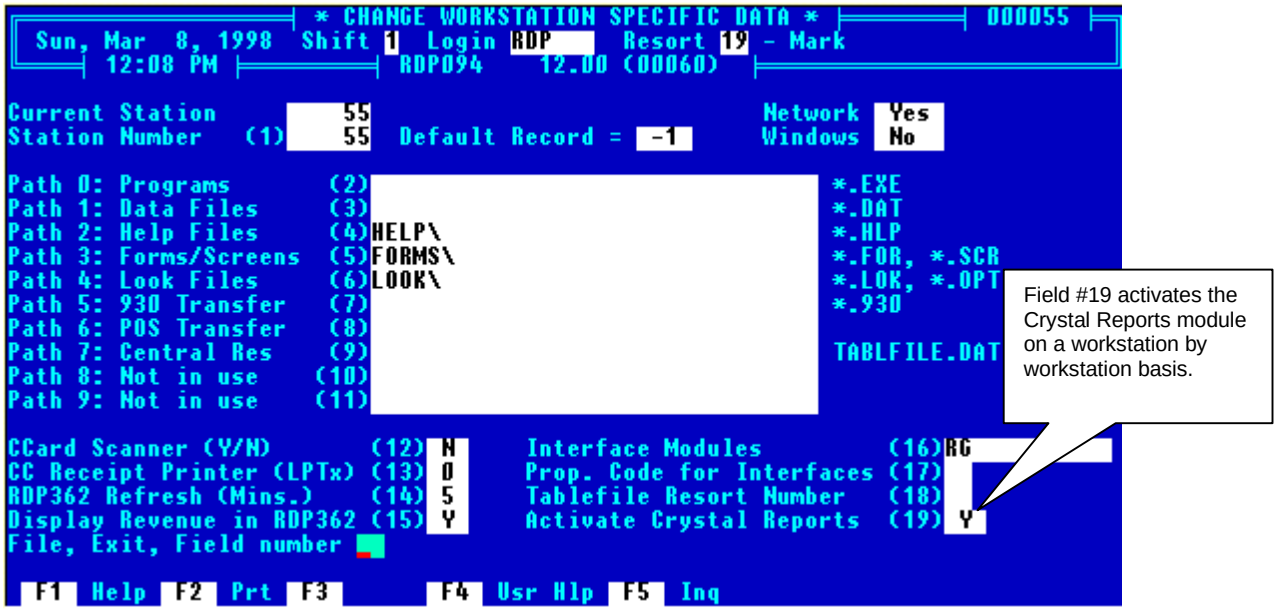
Remember, run RDPRptSetup.exe only once during initial installation. Run RDPSetupx.exe for each workstation that should run Crystal Reports.

Activating Crystal Reports in RDP (EXISTING CUSTOMERS)

Once RDP Reporter is installed on a workstation, activate Crystal Reports within RDP:

1. From the System Manager Menu, choose option 094.

2. Set field #19, "Activate Crystal Reports" to "Y".


* CHANGE WORKSTATION SPECIFIC DATA *
000055
Sun, Mar 8, 1998 Shift 1 Login RDP Resort 19 - Mark
12:08 PM RDP094 12.00 (00060)
Current Station 55
Station Number (1) 55 Default Record = -1
Network Yes
Windows No
Path 0: Programs (2)
Path 1: Data Files (3)
Path 2: Help Files (4) HELP\
Path 3: Forms/Screens (5) FORMS\
Path 4: Look Files (6) LOOK\
Path 5: 930 Transfer (7)
Path 6: POS Transfer (8)
Path 7: Central Res (9)
Path 8: Not in use (10)
Path 9: Not in use (11)
*.EXE
*.DAT
*.HLP
*.FOR, *.SCR
*.LOK, *.OPT
*.930
TABLFILE.DAT
CCard Scanner (Y/N) (12) N
CC Receipt Printer (LPTx) (13) 0
RDP362 Refresh (Mins.) (14) 5
Display Revenue in RDP362 (15) Y
Interface Modules (16) RG
Prop. Code for Interfaces (17)
Tablefile Resort Number (18)
Activate Crystal Reports (19) Y
File, Exit, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Field #19 activates the Crystal Reports module on a workstation by workstation basis.

3. File the change.

Crystal Reports is now active from the RDP menu (on this particular workstation).

For new customers, field #19 should automatically be set to YES if module "RS" - "Crystal Reports" is installed.

FOLDER SET-UP

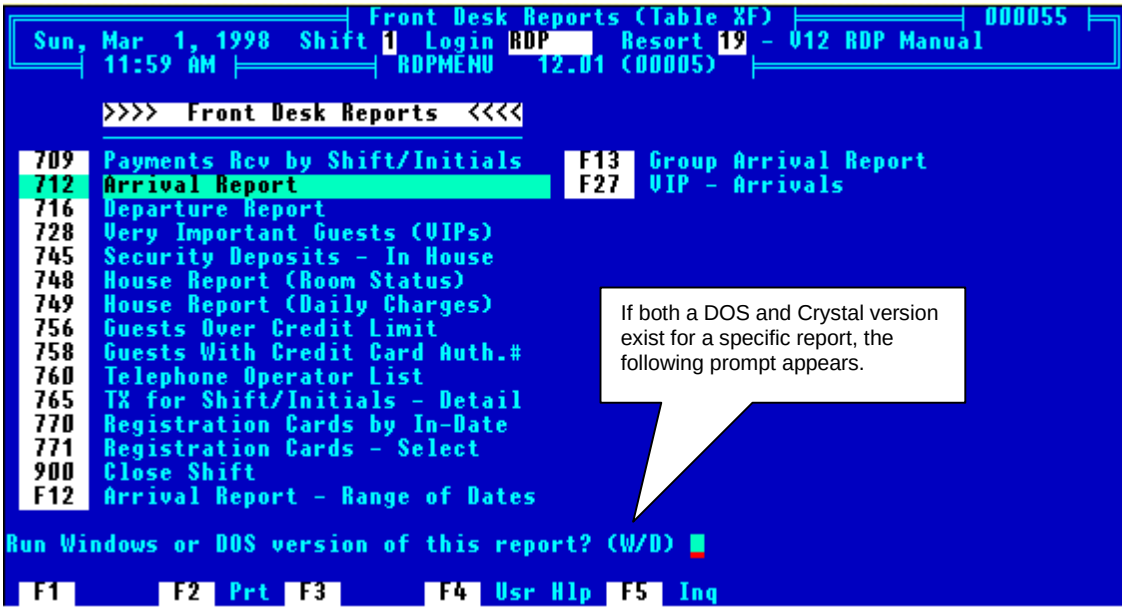
All RDP Crystal reports are stored in various folders underneath the "Reports" folder, which is located in the \RDP directory. The folders are:

- Confirmations
- Custom
- Front Desk
- Group
- Guest History
- Housekeeping
- Maintenance
- Misc
- NightAudit
- Owner
- Rate&PackagePlans
- Res
- Stats
- System
- TravelAgent
- Rooms
- Vendor
- ZsubReports

Reporter.exe is also stored in the "Reports" folder. This is the program that launches Crystal Reports from RDP or from within Windows.

RUNNING CRYSTAL REPORTS FROM RDP

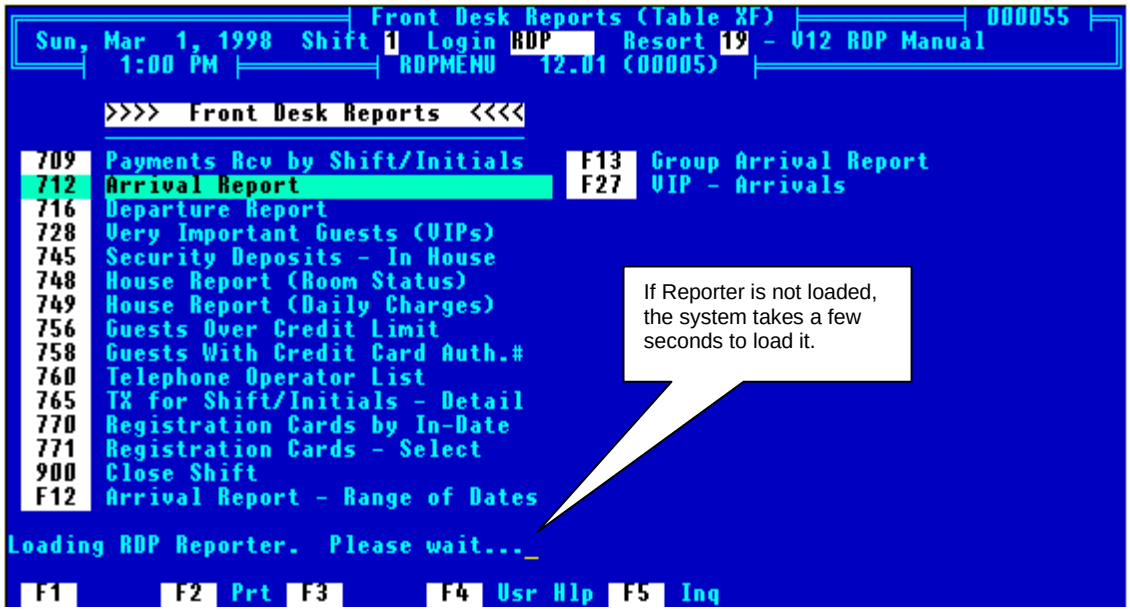
RDP Crystal Reports can be run from the RDP menus or directly from Reporter. If a report has a DOS version and a Crystal version, RDP displays the following prompt:


Front Desk Reports (Table XF)
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:59 AM RDPMENU 12.01 (00005)
>>>> Front Desk Reports <<<<
709 Payments Rcv by Shift/Initials
712 Arrival Report
716 Departure Report
728 Very Important Guests (VIPs)
745 Security Deposits - In House
748 House Report (Room Status)
749 House Report (Daily Charges)
756 Guests Over Credit Limit
758 Guests With Credit Card Auth.#
760 Telephone Operator List
765 TX for Shift/Initials - Detail
770 Registration Cards by In-Date
771 Registration Cards - Select
900 Close Shift
F12 Arrival Report - Range of Dates
F13 Group Arrival Report
F27 VIP - Arrivals
If both a DOS and Crystal version exist for a specific report, the following prompt appears.
Run Windows or DOS version of this report? (W/D)
F1 F2 Prt F3 F4 Usr Hlp F5 Inq

Enter "W" to run the Crystal version of the report. For DOS reports, enter "D". If the report is Crystal only, the screen above does not display.

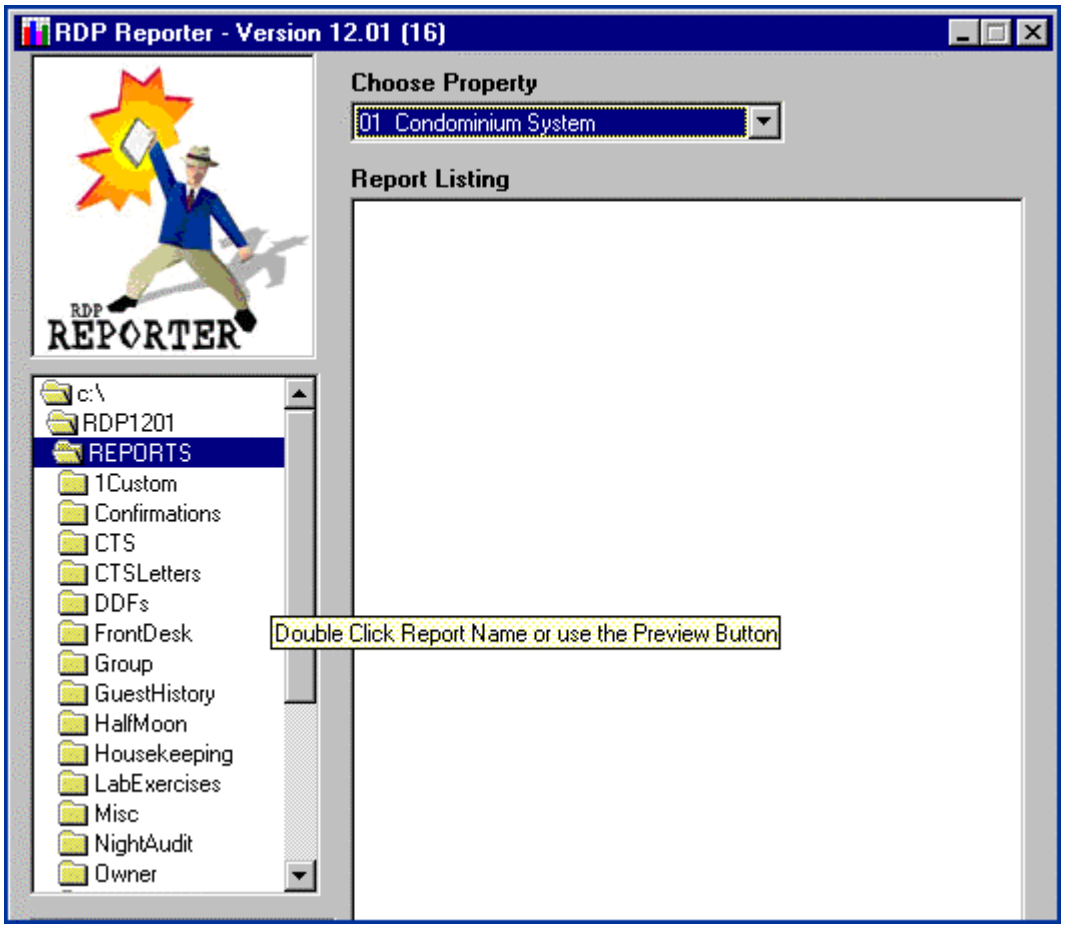
Loading Reporter

If Reporter has NOT yet been started on a specific workstation, the system pauses for a few seconds to load Reporter in the background. The following message displays:


Front Desk Reports (Table XF)
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:00 PM RDPMENU 12.01 (00005)
>>>> Front Desk Reports <<<<
709 Payments Rcv by Shift/Initials
712 Arrival Report
716 Departure Report
728 Very Important Guests (VIPs)
745 Security Deposits - In House
748 House Report (Room Status)
749 House Report (Daily Charges)
756 Guests Over Credit Limit
758 Guests With Credit Card Auth.#
760 Telephone Operator List
765 TX for Shift/Initials - Detail
770 Registration Cards by In-Date
771 Registration Cards - Select
900 Close Shift
F12 Arrival Report - Range of Dates
F13 Group Arrival Report
F27 VIP - Arrivals
If Reporter is not loaded, the system takes a few seconds to load it.
Loading RDP Reporter. Please wait...
F1 F2 Prt F3 F4 Usr Hlp F5 Inq

With Version 12.02, RDP Reporter starts in full-screen mode. In previous RDP versions, Reporter was launched in a minimized state, hindering system performance. With the Reporter program in full-screen

mode, it is easier to run multiple reports. All standard RDP reports are listed in the folders displayed within RDP Reporter.



RDP recommends launching Reporter in a minimized state. However, to launch Reporter minimized, use the following steps.

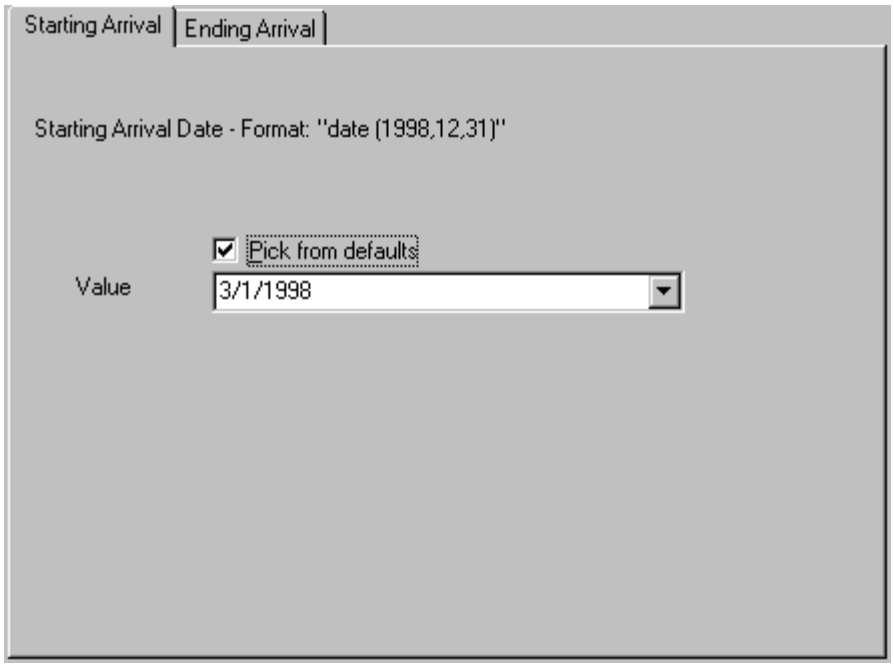
1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Update table number C1.
3. Add sub-record "MINRPT" to table C1 with special data (field #1) set to "Minimize RDP Reporter".
4. File the sub-record.

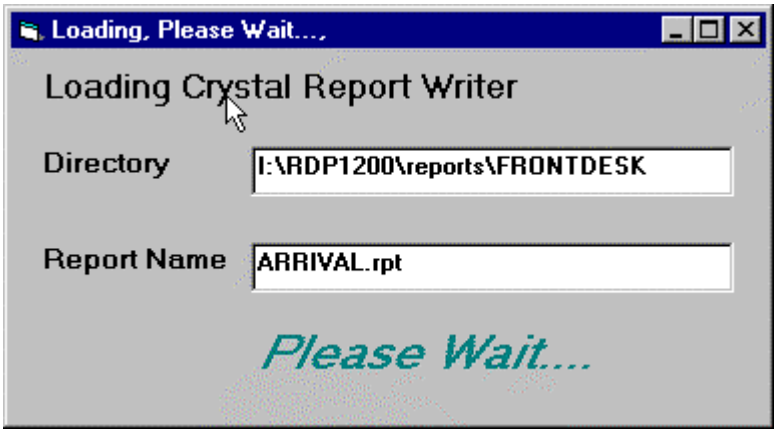
Loading Crystal Reports Engine

Reporter loads in the background followed by the Crystal Reports engine. There may be a slight pause in RDP at this point. This delay occurs the first time that a Crystal Report runs. Once Reporter is loaded in the background, reports load immediately. When Crystal Reports is loading, Windows displays the following message box:

Report Parameters

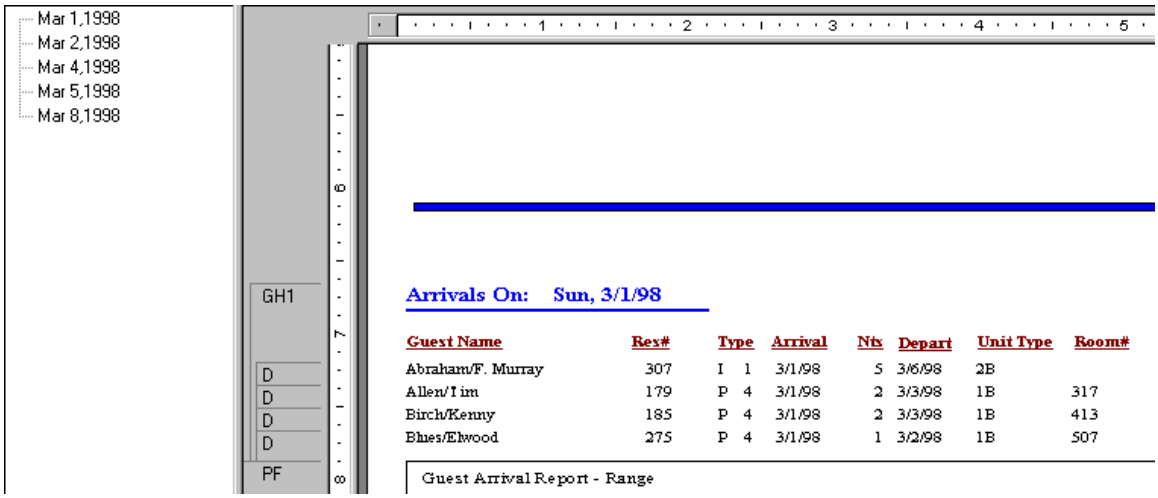
If parameters are required to complete the report, this following message box displays. All RDP Standard Crystal Reports have default options for parameters included. Change the parameters as needed and click "OK" to run the report.


Starting Arrival
Ending Arrival
Starting Arrival Date - Format: "date (1998,12,31)"
Pick from defaults
Value
3/1/1998


Loading, Please Wait...,
Loading Crystal Report Writer
Directory
I:\RDP1200\reports\FRONTDESK
Report Name
ARRIVAL.rpt
Please Wait...

Report Window

After entering parameters, the report runs and displays in a separate window similar to the following:

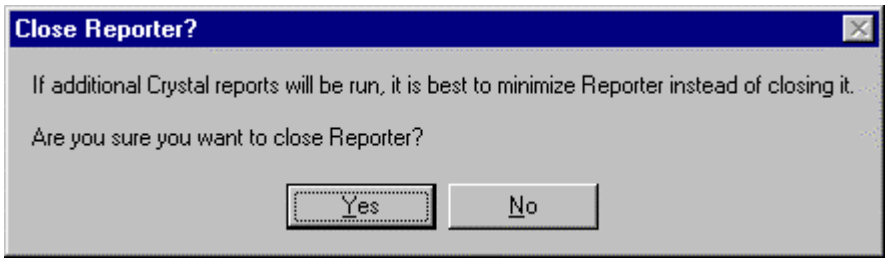


The regular Windows scroll bars are active to move the report display horizontally and vertically. The command buttons on the top of the window are explained below.

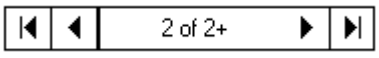
Close Window

The red "X" in the upper left window closes the report window. Often times, it is more efficient to run RDP Crystal Reports directly from the Reporter program, as opposed to from within the RDP menus. By leaving Reporter open, the time it takes to run a Crystal Report can be drastically reduced since the program does not have to launch.

As a reminder to leave Reporter open, the following message displays upon closing the program.


Close Reporter?
If additional Crystal reports will be run, it is best to minimize Reporter instead of closing it.
Are you sure you want to close Reporter?
Yes
No

Page Forward/Page Back Controls



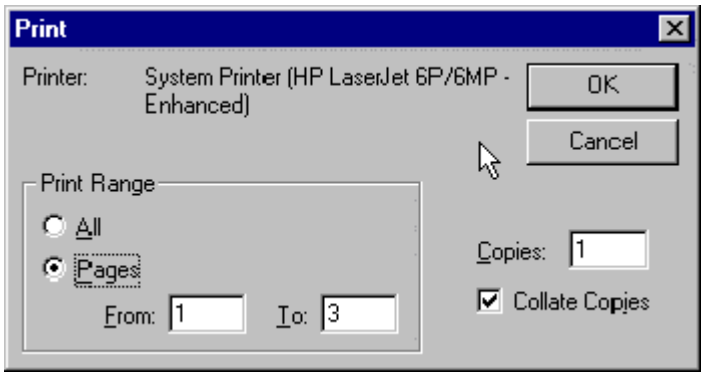
In order from left to right, these buttons page back to the first page, page back one page, page forward one page, or page forward to the last page to make navigating through the report easier. The current page number displays between the Page Forward/Back buttons. On the report above, page 2 is displayed. The "+" indicates there are more pages to the report, but they have not generated. Crystal executes and displays the first page of the reports and stops. When the user clicks Page Forward or prints the report, the report continues to generate.

Stop Button

The stop button can be used to stop the report from processing. For example, if a report is not structured correctly, it could read several thousand transactions instead of a few hundred. Use the stop button to halt processing instead of waiting for the report to generate incorrectly.

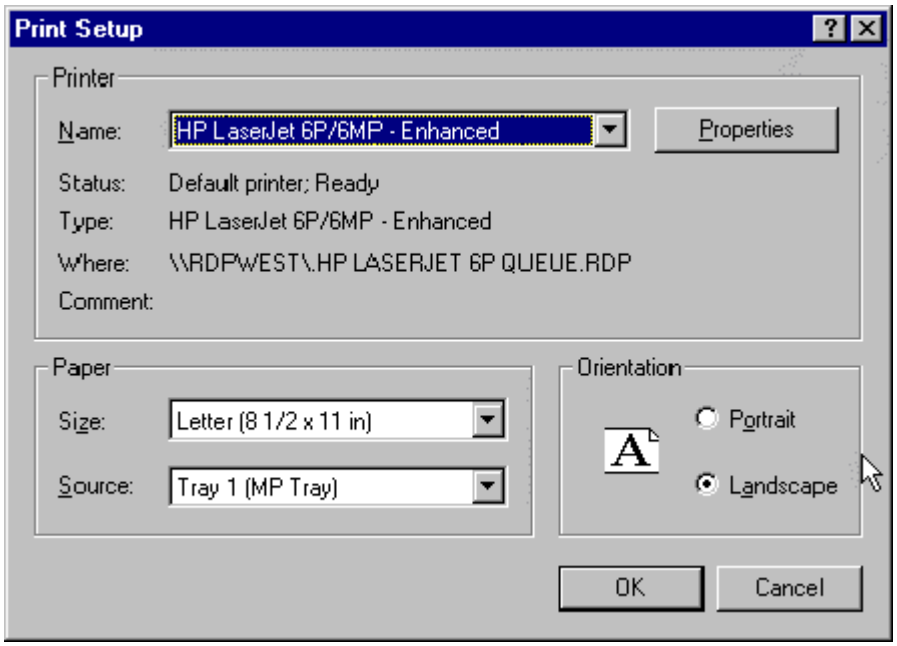
Printer Buttons

There are two printer buttons available. The printer button on the left prints the report and displays the following window:



All pages of the report may be printed or a selected range. Multiple copies may be generated as well. Click "OK" to complete the printing.

The printer set-up button is on the right. Click on the printer with the wrench to change the printer for the report. The default printer is the Windows default printer. Each printer defines the default print range individually. The printer set-up window is similar to:



The paper size, tray and orientation can all be changed if needed. The orientation for each report should already be correct.

Refresh Report

The lightning bolt is the refresh button. Click this button to re-read the data and generate the report from the beginning.

Export Button

The export button is used to export the report to various formats and destinations.

Group Tree

The group tree button expands and collapses the report group tree on the left side of the window. Click the group tree to remove the tree on the left side and again to display the group tree. The group tree makes it much easier to display sections of a report quickly. The group tree is very similar to the directory tree in Windows Explorer.

Zoom Control

The zoom control button allows the user to change the report's viewing percentage. RDP standard Crystal reports display at 100%. Page Width adjusts the zoom percentage to display the entire width of the page. This percentage varies for each report. Whole Page adjusts the width and height for viewing the entire page.

Search Option

A search option is also available. Enter the text or numbers to search for and press the binoculars. If a match is found, the item is outlined with a blue box. Example, use this option to search for a guest name or a room number on a housekeeping report.

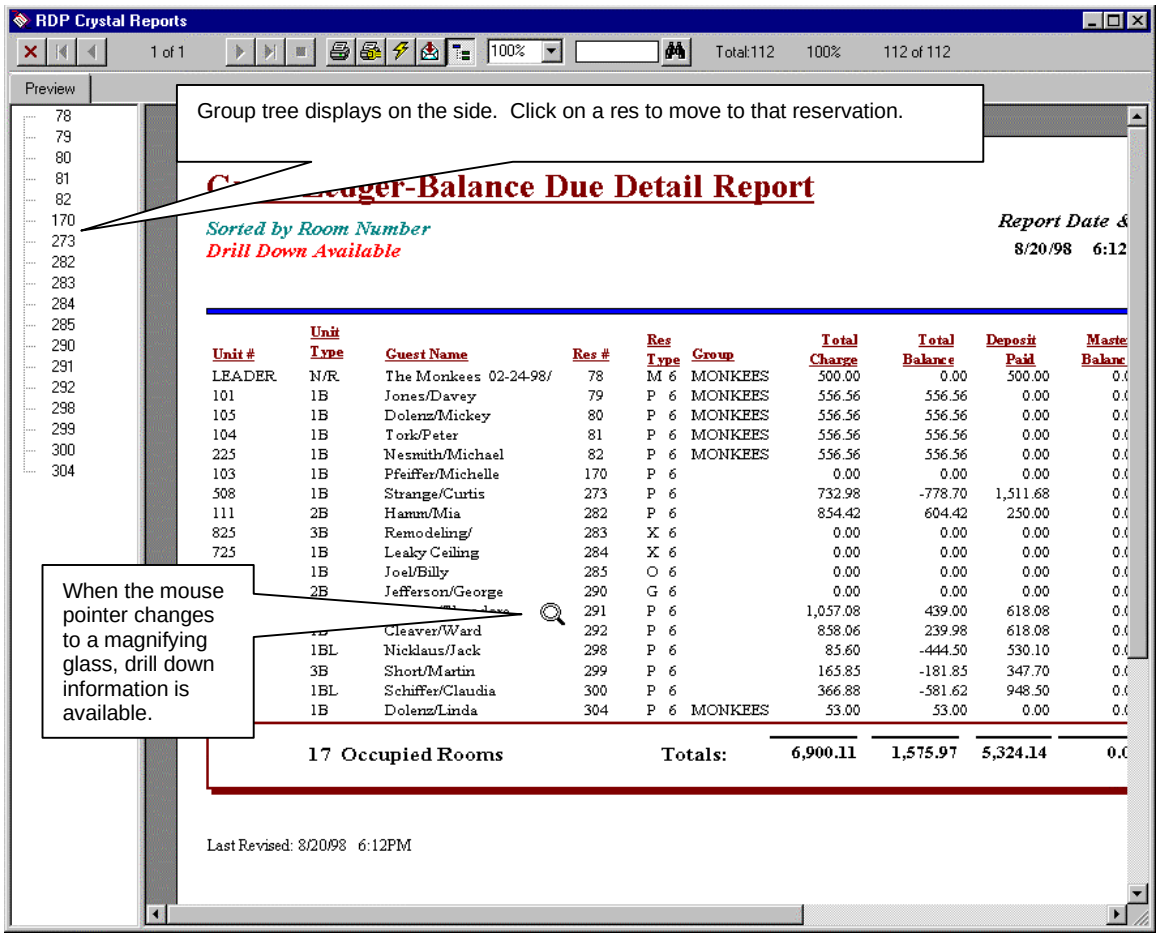
Report Data

The numbers displayed on the right indicate the total number of records printed the percentage completed, and the total of records included on the report vs. the records read and excluded. This information is very useful when evaluating a report's performance.

Example: The system has 5000 records in the reservations file. The report is supposed to print reservations for one arrival date. The report data in the upper right corner indicates all 5000 records were read and the report printed 50. 4500 records were read that didn't need to be. The goal is to read the fewest records possible.

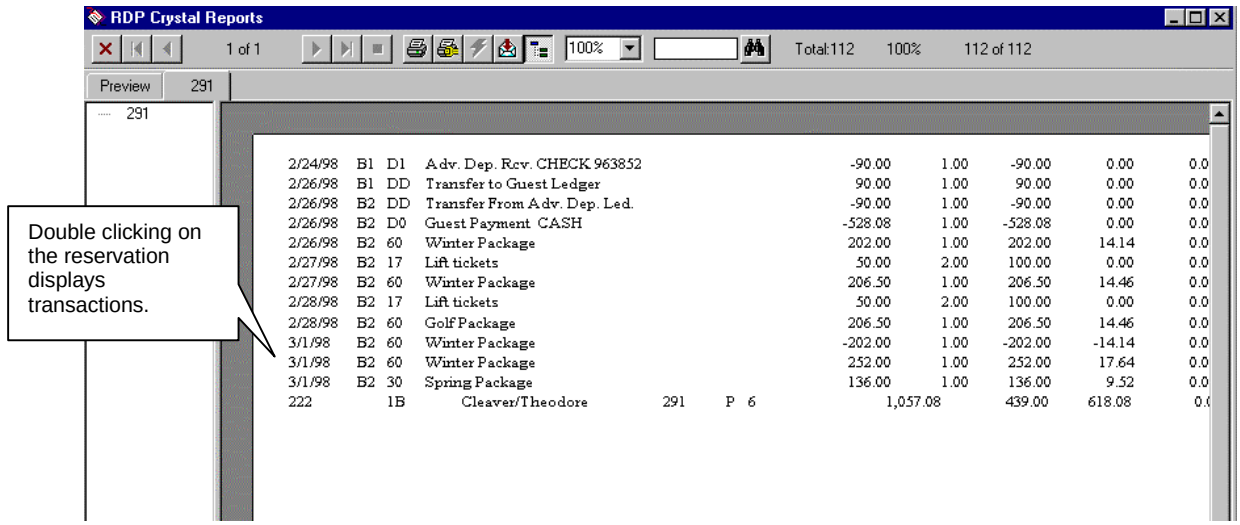
Drill Down Feature

Crystal Reports has a drill down feature that allows sub-total information to display with the option of then displaying the detail behind the sub-total. RDP standard Crystal reports with this feature display "Drill Down Available" in the report header. To use drill down, place the cursor over a sub-total line. The cursor changes to a magnifying glass when drill down is available. Double-click on the sub-total line to display the detail. See the example below:



Unit #	Unit Type	Guest Name	Res #	Res Type	Group	Total Charge	Total Balance	Deposit Paid	Master Balance
LEADER	N/R	The Monkees 02-24-98/	78	M 6	MONKEES	500.00	0.00	500.00	0.0
101	1B	Jones/Davey	79	P 6	MONKEES	556.56	556.56	0.00	0.0
105	1B	Dolenz/Mickey	80	P 6	MONKEES	556.56	556.56	0.00	0.0
104	1B	Tork/Peter	81	P 6	MONKEES	556.56	556.56	0.00	0.0
225	1B	Nesmith/Michael	82	P 6	MONKEES	556.56	556.56	0.00	0.0
103	1B	Pfeiffer/Michelle	170	P 6		0.00	0.00	0.00	0.0
508	1B	Strange/Curtis	273	P 6		732.98	-778.70	1,511.68	0.0
111	2B	Hamm/Mia	282	P 6		854.42	604.42	250.00	0.0
825	3B	Remodeling/	283	X 6		0.00	0.00	0.00	0.0
725	1B	Leaky Ceiling	284	X 6		0.00	0.00	0.00	0.0
	1B	Joel/Billy	285	O 6		0.00	0.00	0.00	0.0
	2B	Jefferson/George	290	G 6		0.00	0.00	0.00	0.0
			291	P 6		1,057.08	439.00	618.08	0.0
		Cleaver/Ward	292	P 6		858.06	239.98	618.08	0.0
	1BL	Nicklaus/Jack	298	P 6		85.60	-444.50	530.10	0.0
	3B	Short/Martin	299	P 6		165.85	-181.85	347.70	0.0
	1BL	Schiffer/Claudia	300	P 6		366.88	-581.62	948.50	0.0
	1B	Dolenz/Linda	304	P 6	MONKEES	53.00	53.00	0.00	0.0

The magnifying glass is over Beaver Cleaver's reservation information. After double-clicking, a second display window shows the transaction detail for this reservation:

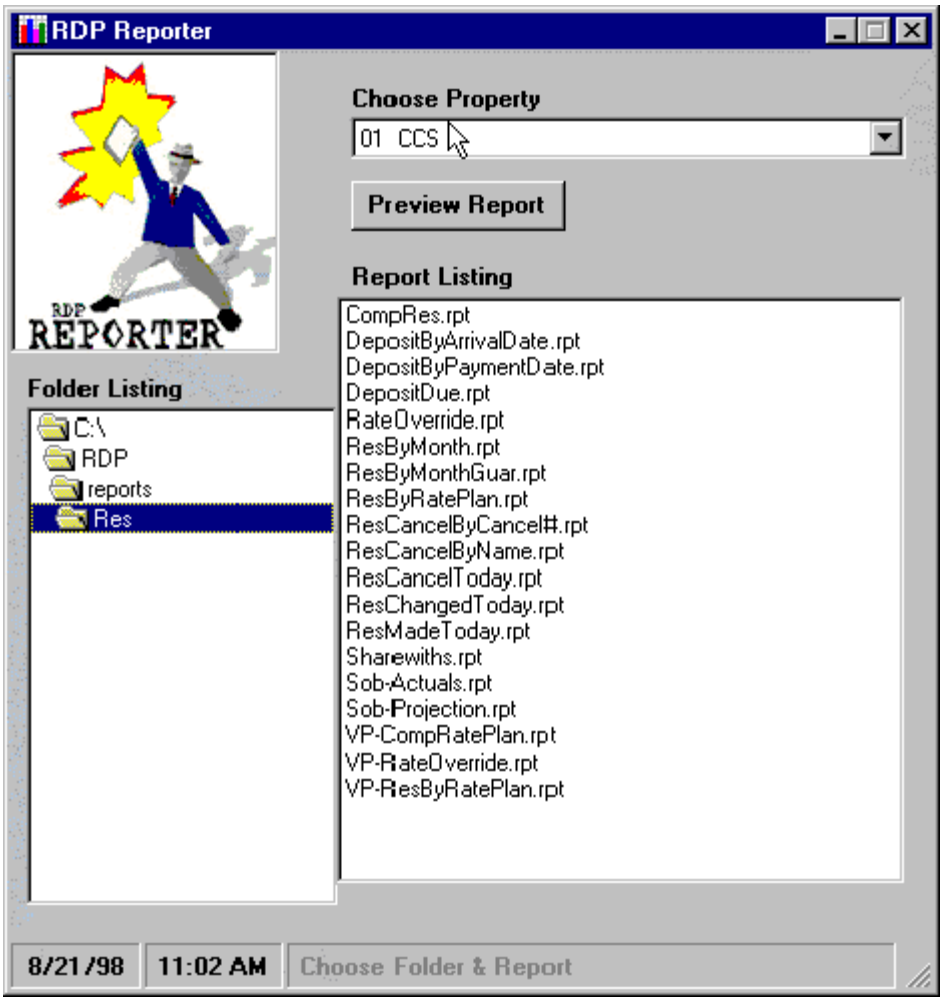


There are now two tabs in the upper left-hand corner of the window, "Preview" and "291". 291 is for reservation number 291-Theodore Cleaver. Click on the Preview tab to return to the main report. From there, double-click on another reservation for the drill down information. Click on the 291 tab to return to the transaction detail. All of the command buttons explained earlier are also active on this page. If the main report is printed, none of the drill down tabs is included. Each tab must be printed separately. To close the 291 tab, click on the red "X" command button in the upper left corner.

RUNNING REPORTS FROM THE WINDOWS DESKTOP USING REPORTER

The above section explained running a report from the RDP menu. All Crystal reports can also be run from the Reporter application on the desktop. When Reporter is installed, a shortcut is automatically added to the start menu. Click on Start and then click on Reporter to start the application. The window on the following page displays.

This example is for a single-user system where RDP is stored on the C: drive. Most customers have the Reports folder on the F: drive (or other network drive) under the RDP directory. Using the scroll bar and double-clicking on the folder can change the active folder. At that point, the reports in that folder display on the right side as shown below for the Res folder.



The current property is displayed above the report listing. For customers with more than one property, click on the down arrow to display other resorts. To run a report, move the cursor, click the report, and click the Preview button or double-click on the report name. The message box saying that Crystal Reports is loading displays followed by the parameter box, if applicable. Click OK when done entering parameters and the report window displays as described in the previous section.

Double click on the Reports folder to view reports in another function.

The files listed in the Report Listing area all have the extension ".rpt" for a Crystal report. Files with any other extension do NOT display.

ADDING CUSTOM REPORTS

Custom Crystal reports should be added using the following guidelines:

- Store all custom reports in a separate folder named "Custom".
- Begin all custom reports with a number. Example: 912-Arrival.rpt. RDP is developing additional standard Crystal reports and may overwrite a custom report unless it begins with a number. All RDP standard Crystal reports begin with letters.
- Add custom reports to menus using 400 or 900 numbers. This is similar to the requirements for adding DOS custom reports.
- Copy an existing Crystal report instead of starting a report from scratch. The existing report should have the correct databases linked already.

Two Ways to Copy an Existing Report

Copy an existing report using Windows Explorer or directly in Seagate Crystal Reports.

Windows Explorer

1. Use Windows Explorer, right-click on the report to be copied.
2. Click on Copy.
3. Open the Custom folder and right-click again.
4. Click on Paste to copy the report into the Custom folder.
5. Next, right-click on the report again and click Rename. Change the name of the report so that is begins with a 400 or 900 number.

Seagate Crystal Reports

1. Open the report to copy in Seagate Crystal Reports.
2. Click File, and then Save As
3. Change the current folder to Custom
4. Change the name of the report so it begins with a number.
5. Click Save.

Once the report has been copied, the report can be modified using Seagate Crystal Reports.

Customers may add additional custom folders under the Reports folder. RDP suggests naming these folders Custom-Category. Example: Custom-Confirmations, Custom-Res, Custom-Audit, etc. It is highly recommended to store custom reports in a unique folder to make them easier to find.

Remember that the folder with the report file MUST be under the Reports folder. Additional levels cannot be used or Reporter won't find the report.

Adding Custom Reports to RDP

Add custom reports to RDP by following these steps:

1. Define the report in Table "HR" - "Crystal Reports Listing"
2. Add the report to a menu table

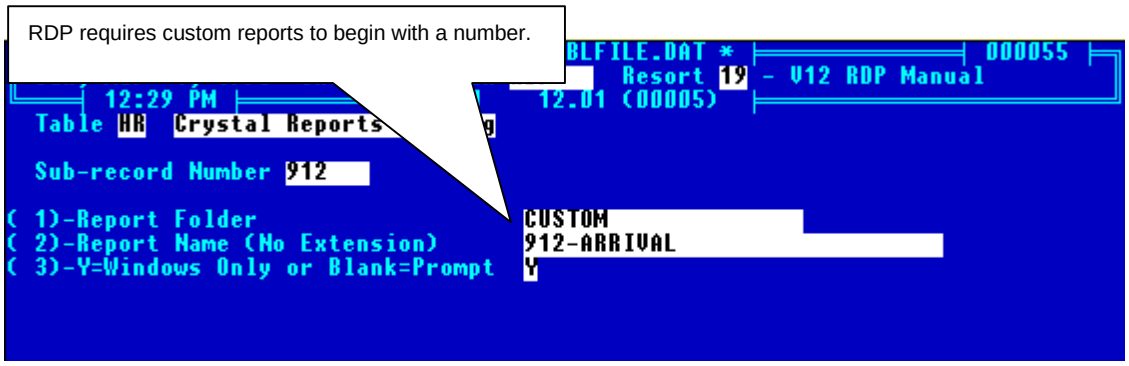
Define the Report in Table HR

1. Use Option "090" - "Update System Tables" from the System Manager Menu.
2. Choose option "U" and update table "HR".
3. Add a new sub-record to table HR using the 400 or 900 number that is the start of the report file name.
4. Enter the folder where the report file is stored. (CUSTOM)
5. Enter the report file name with NO extension. Example: 912-ARRIVAL

Both of the previous two fields are automatically capitalized in RDP. The folder name and report file names do not have to be capitalized in Windows.

6. If this report is for Crystal only, enter a "Y" in the last field. This option is what controls the "Windows/DOS" prompt when running a report from the menu. If the report has a DOS equivalent, leave this field blank.
7. File the sub-record

Sample of Table HR:



Add the Report to a Menu

If the report is Crystal only, a menu sub-record must be added. If the report has a DOS counterpart, the menu entry should already be complete.

1. After filing the sub-record in Table HR, press <ESCAPE> twice to return to the "Enter Table Number" prompt and enter the menu table where the report should be added. Example: "XF" - "Front Desk Reports". A list of menu tables is listed at the end of the section.
2. Enter the report name in the Program Description.

3. Enter the report writer program in Program Name. The options are RDP400, RDP410, RDP415, or RDP460. This field MUST be completed. Check the program name on the original report for the correct program to enter in this field.

4. If the report should be restricted from users with a lower power level, enter the fence level in field #3.

5. Enter "R0" in the Program Module Code.

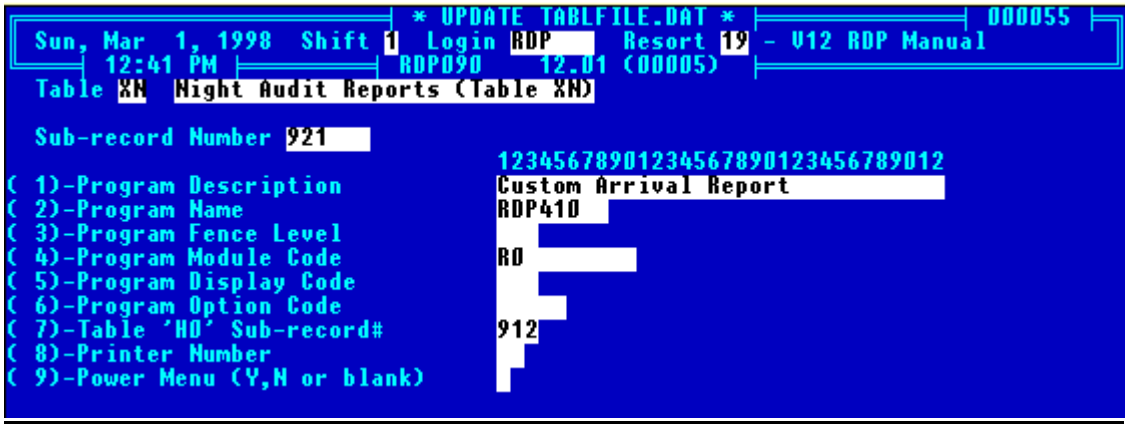
6. Skip the Program Display Code and Program Option fields.

7. Enter the table HO sub-record in field #7.

8. Skip the Printer Number and Power User Menu fields.

9. File the sub-record.

Menu XF Example:



RDP BASICS

OVERVIEW

This section details topics intended to familiarize the customer with terminology and RDP fundamentals essential to a complete understanding of the property management system, including:

DOS and the Personal Computer
Networks and BTRIEVE
Organization of the RDP System
Logging On
Navigating the RDP System
RDP Function Keys
RDP Terminology

DOS AND THE PERSONAL COMPUTER

DOS**,** what does DOS mean? It's an acronym we've all heard at some point when dealing with personal computers, either at home or at work. Although DOS can seem intimidating, knowing a few basics will make using RDP much easier on a day-to-day basis.

DOS stands for Disk Operating System. An operating system is a User Interface that translates information back and forth between you and the computer. Basically this means that DOS is breaking down what you are typing on the keyboard and giving it to the computer in a language it can understand. DOS also controls your computer's resources. Resources are all of the components that make up your computer, including disk drives, memory, video display, and printing.

When you turn a *personal computer* on, the following commands and instructions are performed:

1. The computer runs what is called a "BOOT" program that runs system checks and loads the Operating System.

2. If "BOOT" is successful, the system is configured according to what is stored in the CONFIG.SYS file and another file, COMMAND.COM is loaded, allowing internal commands to run.

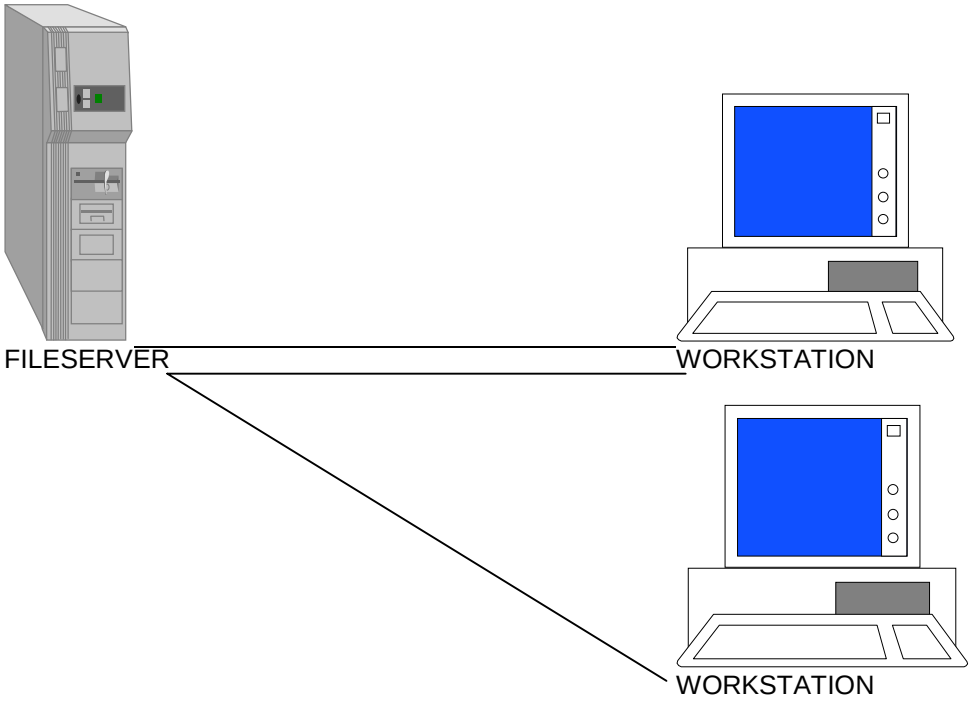
3. The system looks for an AUTOEXEC.BAT file. This file is different for each computer but is run whenever the system is "BOOTED". This "batch" file can execute various commands to make starting your day easier, including loading network software or menu systems.

4. Once these basic procedures have run, DOS waits for command input. Commands that are entered are either DOS commands or commands that "launch" applications such as RDP.

NETWORKS AND BTRIEVE

In addition to DOS, there is another level in the “Hardware” equation, the network. The network can be thought of as the “poker dealer” dealing files to different workstations. The network allows multiple users to access the RDP system at once. There are a few terms that are common when talking about networks and RDP, including:

Fileserver:	The "Poker Dealer" that distributes records to users.
Workstation:	A personal computer.
BTRIEVE:	The "Record Manager" that points the fileserver to specific records, such as a reservation.



BTRIEVE is a vital part of the RDP system, one so integral that without it logging into RDP is impossible. As the above definition suggests, BTRIEVE keeps track of data on the fileserver. Without it, the “poker dealer” (fileserver) would not know where to find reservation number 1001 when Mr. Lee is at the front desk to check-in!

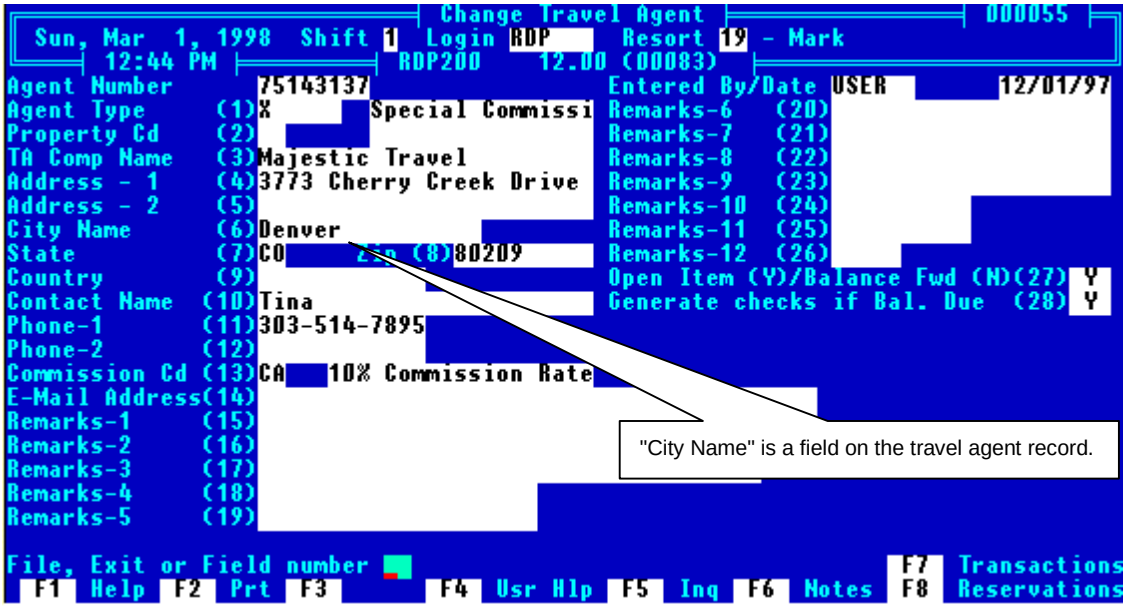
BTRIEVE is a silent part of the RDP system and one that is not seen on a day-to-day basis. It keeps records organized and only surfaces when there is a problem, either within an RDP program or when data is missing or corrupt. Then, BTRIEVE speaks up and delivers an error message that gives RDP support personnel an idea of where the problem lies. An example of a BTRIEVE error is:

Whenever a BTRIEVE error occurs in the RDP system it is important to note the error message and the steps being performed when the error appeared. It is best to keep the error on the screen and contact RDP support. However if this is not possible write down the error message and the steps which lead to the error, both of which are critical to solving the problem.

After reviewing the basic hardware ingredients involved in using the RDP system, it is clear that many components are required for a successful hardware configuration. Also, errors can occur within each of these components. It is important to note that RDP is NOT the only part of the computer and that a problem can come from any of the different levels. What the front desk clerk sees on a daily basis is just the "tip of the iceberg", and it is important to have a basic understanding of what is happening behind the scenes, specifically an awareness of the Novell network, DOS, and BTRIEVE.

ORGANIZATION OF THE RDP SYSTEM

RDP is organized into three basic components, *files, fields,* and *records*. All of the data entered into the RDP system is stored in data files. These files are stored in a sub-directory (sub-folder) that is selected from the *Resorts Screen*. Files are used as an organization tool and are named accordingly, for example reservations are stored in the HRESERVE.DAT file, expenses in a file named HEXPENSE.DAT, and travel agents in a file named AGENTS.DAT. Data is entered into these files through fields on RDP screens. Fields are designated by numbers in parenthesis on RDP screens, for example field number 6 on the following travel agent screen designates the city where the travel agent is located:


Change Travel Agent
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
12:44 PM RDP200 12.00 (00083)
Agent Number 75143137
Agent Type (1) X Special Commissi
Property Cd (2)
TA Comp Name (3) Majestic Travel
Address - 1 (4) 3773 Cherry Creek Drive
Address - 2 (5)
City Name (6) Denver
State (7) CO
Country (9)
Contact Name (10) Tina
Phone-1 (11) 303-514-7895
Phone-2 (12)
Commission Cd (13) CA 10% Commission Rate
E-Mail Address (14)
Remarks-1 (15)
Remarks-2 (16)
Remarks-3 (17)
Remarks-4 (18)
Remarks-5 (19)
Entered By/Date USER 12/01/97
Remarks-6 (20)
Remarks-7 (21)
Remarks-8 (22)
Remarks-9 (23)
Remarks-10 (24)
Remarks-11 (25)
Remarks-12 (26)
Open Item (Y)/Balance Fwd (N) (27) Y
Generate checks if Bal. Due (28) Y
"City Name" is a field on the travel agent record.
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transactions F8 Reservations

Lastly, RDP stores records. An example of a record within the RDP system is a reservation. Each reservation is assigned a number within RDP and can be accessed through that unique number. Another example of a record would be the travel agent entered on the above screen. It is also assigned a number by which it can be accessed. Although a record number can access travel agents and reservations, they can also be obtained by name, room number, or arrival and departure dates through special keys and cross-referencing.

LOGGING ON

Multi - User (Networked) Systems

The first step in using RDP is to login to the system. From the *RDP Prompt*, load the record manager, BTRIEVE. In order to load BTRIEVE, type the following command from the RDP prompt:

BREQNT /D:5000 <ENTER>

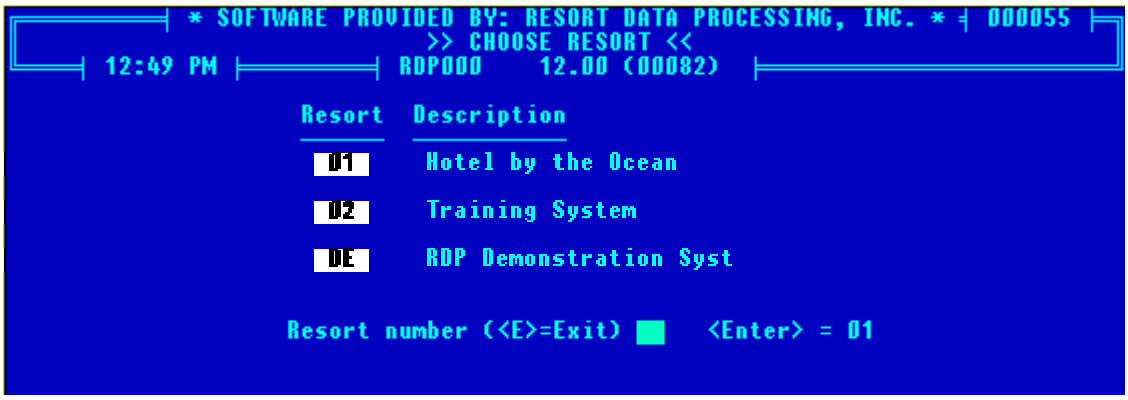
After pressing <ENTER> the following message displays:

BTRIEVE REQUESTER FOR DOS VX (BTRIEVE Version)
Copyright (c) 1982 - 1997, Pervasive Software, Inc.
All Rights Reserved.

Once BTRIEVE is loaded, start RDP by typing:

RDP000

This *executable program* "launches" RDP and displays the *Resorts Screen:*



This process can be simplified by creating a DOS "batch" file and a Windows icon that performs the above functions automatically. Please contact your hardware consultant or RDP Support for more information on this topic.

Single - User Systems

The first step in using the single-user version of RDP is to load the record manager, BTRIEVE. From the RDP prompt, type:

BTRIEVE

After pressing <ENTER>, the following message displays:

DOS/4G Protected Mode Run-time Version X
Copyright (c) Rational Systems, Inc. 1990-1994

Protected Mode Switch Program for DOS
Version X
(C) Copyright 1982-1994, Btrieve Technologies, Inc.
All Rights Reserved.

Microkernel Database Engine v6.X
Copyright (c) 1982-1994, Btrieve Technologies, Inc.
All Rights Reserved.

Once BTRIEVE is loaded, start RDP by typing:

RDP000

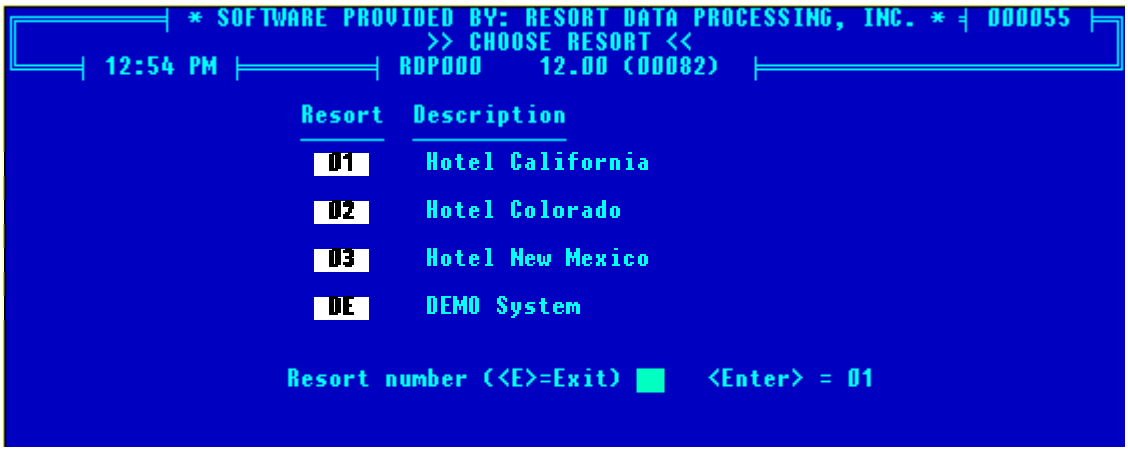
This executable program "launches" RDP and displays the Resorts Screen.

This process can be simplified by creating a DOS "batch" file and a Windows icon that performs the above functions automatically. Please contact your hardware consultant or RDP Support for more information on this topic.

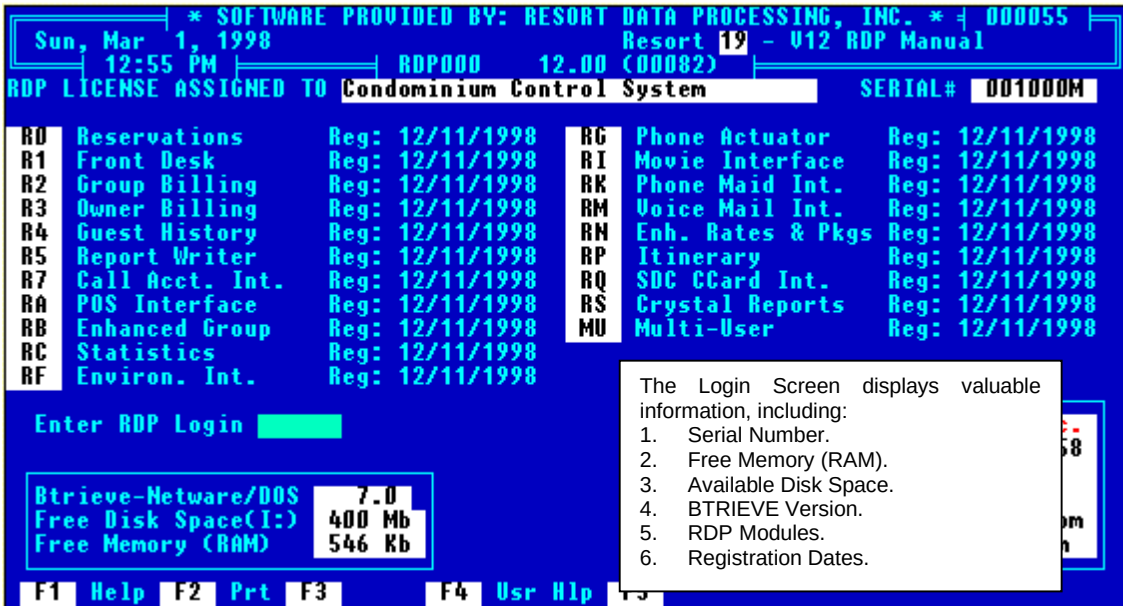
The Resorts Screen

At the Resorts Screen, choose the RDP directory to work in. For a majority of properties, the Resorts Screen will look similar to this:

However, customers with multiple properties have the ability to login to these sites by choosing the corresponding directory, for example a central reservations system could have several options:



Choose the directory that you will be working in, for example type “01” for Hotel California. After choosing the correct directory from the Resorts Screen, the *RDP login screen* displays:


* SOFTWARE PROVIDED BY: RESORT DATA PROCESSING, INC. * 000055
Sun, Mar 1, 1998
Resort 19 - V12 RDP Manual
12:55 PM
RDP000 12.00 (00082)
RDP LICENSE ASSIGNED TO Condominium Control System
SERIAL# 001000M
RD Reservations Reg: 12/11/1998
R1 Front Desk Reg: 12/11/1998
R2 Group Billing Reg: 12/11/1998
R3 Owner Billing Reg: 12/11/1998
R4 Guest History Reg: 12/11/1998
R5 Report Writer Reg: 12/11/1998
R7 Call Acct. Int. Reg: 12/11/1998
RA POS Interface Reg: 12/11/1998
RB Enhanced Group Reg: 12/11/1998
RC Statistics Reg: 12/11/1998
RF Environ. Int. Reg: 12/11/1998
RG Phone Actuator Reg: 12/11/1998
RI Movie Interface Reg: 12/11/1998
RK Phone Maid Int. Reg: 12/11/1998
RM Voice Mail Int. Reg: 12/11/1998
RN Enh. Rates & Pkgs Reg: 12/11/1998
RP Itinerary Reg: 12/11/1998
RQ SDC CCard Int. Reg: 12/11/1998
RS Crystal Reports Reg: 12/11/1998
MU Multi-User Reg: 12/11/1998
Enter RDP Login
Btrieve-Netware/DOS 7.0
Free Disk Space(I:) 400 Mb
Free Memory (RAM) 546 Kb
F1 Help F2 Prt F3 F4 Usr Hlp
The Login Screen displays valuable information, including:
1. Serial Number.
2. Free Memory (RAM).
3. Available Disk Space.
4. BTRIEVE Version.
5. RDP Modules.
6. Registration Dates.

There are several important displays and prompts on this screen, including the *Customer Serial Number* in the upper right hand corner. This number identifies the property to RDP support personnel. Secondly, this screen displays important hardware information including the BTRIEVE version. Finally, the login screen prompts for a *RDP Login* name in the lower right-hand corner. Once the RDP Login name is entered, the system prompts for a *password.*

Defining user names and passwords is discussed in detail in the ***System Administrator*** section of this manual. Once the user name and password have been entered, the user is “logged-in” and RDP displays the Main Functions Menu.

RDP Main Menu (Table RO) 000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:00 PM RDPMENU 12.00 (00060)
>>>> RDP Main Functions <<<<
1 Reservations
2 Front Desk
3 Night Audit
4 Statistical Reports
6 Group Masters
7 Credit Card Master & History
8 Travel Agent Master & History
9 Past Guest Master & History
11 Room/Unit Master Menu
12 Owner Master & History
14 Vendor Master Menu
15 Housekeeping
17 Call Accounting Interface
18 Point-of-Sale Interface
19 In-Room Movie Interface
21 Reservation Power Menu
22 Front Desk Power Menu
23 Night Audit Power Menu
80 Check Voucher Maintenance
98 System Manager Functions
99 System Utilities Menu
999 Go To Resorts Screen
Enter option
E Exit RDP
Enter Reservations Menu
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial#

NAVIGATING THE RDP SYSTEM

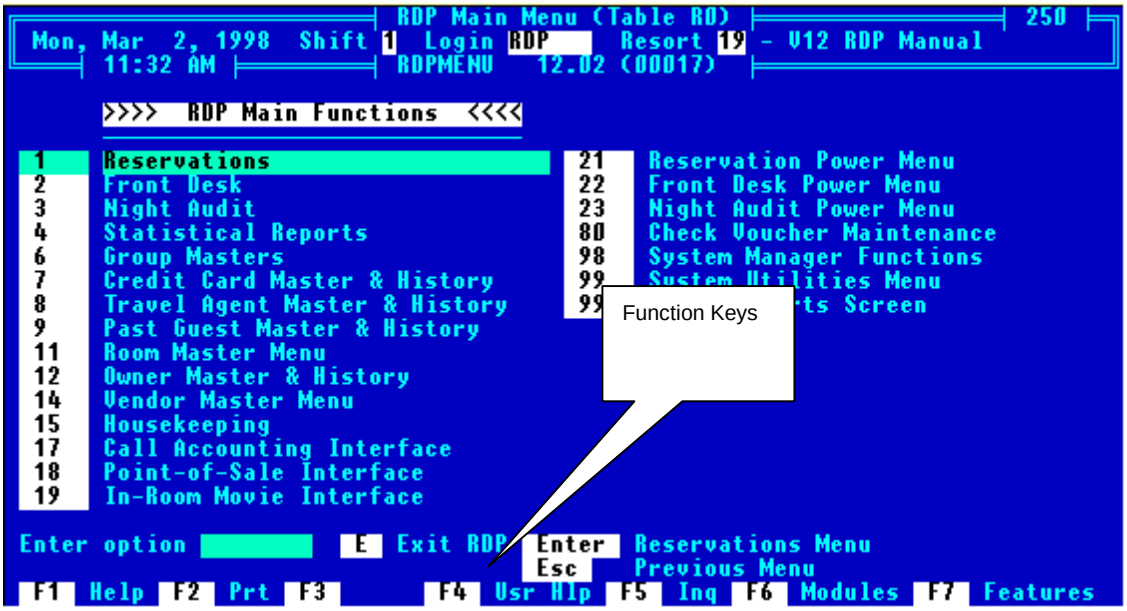
Once at the Main Functions Menu, any RDP menu or table may be accessed with only a few keystrokes. To select an option from the main menu, either type the number which corresponds to the option or highlight the option using the *highlight bar* and press <ENTER>. In order to go back one menu, press the <ESCAPE> key. Use this rule throughout the system:

> <ENTER> (or <TAB>) takes you forward one step and <ESCAPE> (<SHIFT> + <TAB>) takes you back one step.

There are also shortcuts in moving from one menu to the next, for example from the Main Functions menu, to quickly access the Front Desk Reports Menu simply type “2RPT” and the system goes directly to the Front Desk Reports Menu. Now, to go to the Reservations Menu (number 1 on the Main Functions Menu), type a “1” and press <ENTER> in order to make a reservation. By knowing the corresponding numbers on the Main Functions Menu, it is possible to “jump” from one menu to another without escaping back to the Main Functions Menu.

RDP FUNCTION KEYS

The keyboard *function keys* (<F1> - <F12>) are used extensively in RDP. In the system, RDP displays currently active function on the last line of each screen:


RDP Main Menu (Table RD)
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:32 AM RDPMENU 12.02 (00017)
>>>> RDP Main Functions <<<<
1 Reservations
2 Front Desk
3 Night Audit
4 Statistical Reports
6 Group Masters
7 Credit Card Master & History
8 Travel Agent Master & History
9 Past Guest Master & History
11 Room Master Menu
12 Owner Master & History
14 Vendor Master Menu
15 Housekeeping
17 Call Accounting Interface
18 Point-of-Sale Interface
19 In-Room Movie Interface
21 Reservation Power Menu
22 Front Desk Power Menu
23 Night Audit Power Menu
80 Check Voucher Maintenance
98 System Manager Functions
99 System Utilities Menu
Function Keys
Enter option
E Exit RDP
Enter Reservations Menu
Esc Previous Menu
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Modules F7 Features

For example, from the Main Functions Menu, the above function keys are available:

KEY	FUNCTION
<F1>	On-Line help
<F2>	Print Screen
<F4>	User Help
<F5>	Inquire
<F6>	Displays a list of modules
<F7>	Displays a list of recent features

Since the <F3> key is NOT available, the system does not display its function.

A description of each RDP function key follows:

Key	Description
<F1>	On-Line User Help. Use this key frequently. There is an enormous amount of valuable information in the on-line help system that is not included in this manual. The manual provides an overview of concepts whereas the on-line help system contains specific instructions from any prompt in the system. The on-line help system also contains information regarding system messages which appear in red in the upper-left hand corner of the screen. Whenever a system message flashes, use <F1> to obtain additional information. A good rule to follow is: WHEN IN DOUBT, USE <F1>!
<F2>	A copy of any screen can always be printed using the print screen command. Be sure that the printer is turned on and on-line prior to using <F2>.
<F3>	Look. Pressing <F3> activates a "look" screen that displays the possible entries in a field, such as State. This function standardizes entries into certain fields. The "look" feature can also be used to find a record in the RDP system, such as a reservation, travel agent, or owner. When using the "look" feature, use the <PGUP>, <PGDN>, <HOME>, <END>, and <ARROW> keys to find a selection. Or, type the beginning one or two letters of the desired record in order to quickly access all records starting similarly. For example, if looking up the state code for Vermont, simply type a <V> and press <ENTER> in order to access all records beginning with the letter <V>.
<F3>	Detail. While the "look" window is displayed it is possible to view detail on any highlighted item by pressing <F3> again. This can be a useful tool when deciding if the highlighted record is correct. For example, when looking for a travel agent, there could be several "American Express Travel" agents listed. To view the detail on the agent, press <F3 - Detail> to see address, phone, and contact information.
<F4>	User Defined Help. While the <F1> key is an "on-line system manual", <F4 - User Help> can be used to display property specific information. This feature has been described as an "on-line concierge" since any property-related information can be quickly displayed, including: restaurants in the area, churches and worship times, lift ticket prices for surrounding ski areas, and pool hours. In addition to this "service" type information, other valuable data can be stored in <F4> such as front desk checklists, audit procedures, and RDP Support numbers. Creating <F4 - User Help> screens is detailed in the ***System Administrator*** section of this manual.
<F5>	Inquire. **One of the most powerful tools in the RDP system**. <F5 - Inquire> allows the user to find information about reservations, rooms, owners, travel agents, groups, transactions, etc. from practically anywhere in the system. <F5> allows for inquiry on a wide range of topics without escaping from the current task. Once the information has been located, simply <ESCAPE> back to the starting point.

Key	Description
<F6>	Notes. Any additional information can be added as a "note" by pressing the <F6 - NOTES> key. This information can be added to a reservation, travel agent, owner, past guest, or any other entity in the RDP system. Notes are intended as an internal communication format. Utilize comment fields for information that needs to be displayed on reports, such as special requests or housekeeping extras. Whenever an entity in the RDP system has a note attached to it, the word "Notes" flashes in red to the right of the <F6> key. Notes are covered in detail in the ***Reservations*** section of the manual.
<F6>	From any RDP menu, pressing <F6> displays a list of installed RDP modules. These modules are often important when discussing a system issue with RDP Support.
<F7>	Transactions. Used to display all transactions on a guest folio, group, travel agent, etc. The <F7> transaction key is covered additionally in the ***Front Desk*** chapter of this manual.
<F7>	Features. Pressing <F7> from an RDP menu displays a list of features that have been recently added to the RDP system. Always check these new features after receiving a full update.

Other function keys are active throughout the system, such as in yield management or when viewing transactions with <F7>, these keys are covered in detail in their respected chapters.

RDP TERMINOLOGY/STANDARDS

There are certain terms and standards throughout the RDP system. This section explains these important terms and standards that every RDP user should be familiar with.

Terms

Term	Definition
File	Saves any changes to the disk and updates the balance due if transactions have been posted.
Exit	Erases any changes.
Default	The keystroke that will be used if the <ENTER> key is pressed.
RDP Main Functions (Main Menu)	The first menu seen when logging into the system.
RDP Version	The version of RDP that the property is using. This number is displayed on the third line of every RDP screen.

The RDP Version is listed on the third line of every RDP screen. The revision is listed in parenthesis.

Revision Number	In addition to the version number of your RDP software, there is also a revision number, listed in parenthesis to the right of the version number. Both the version number and revision are important to RDP support personnel.
Login	The user name of the individual logged in to RDP on this workstation (RDP in the above example).
Resort	The directory logged into at the present time (RDP V12 Manual above).

Standards

There are many standards in the RDP system, including:

- Often, the system displays a list of options similar to the following:

  Check-in, Search, File, or Field Number

  Enter the first letter of the correct option, such as <F> to File or <C> to Check-in.

- This same logic holds true when printing reports. Most reports in the system prompt for an output, such as:

  Printer, Screen, File

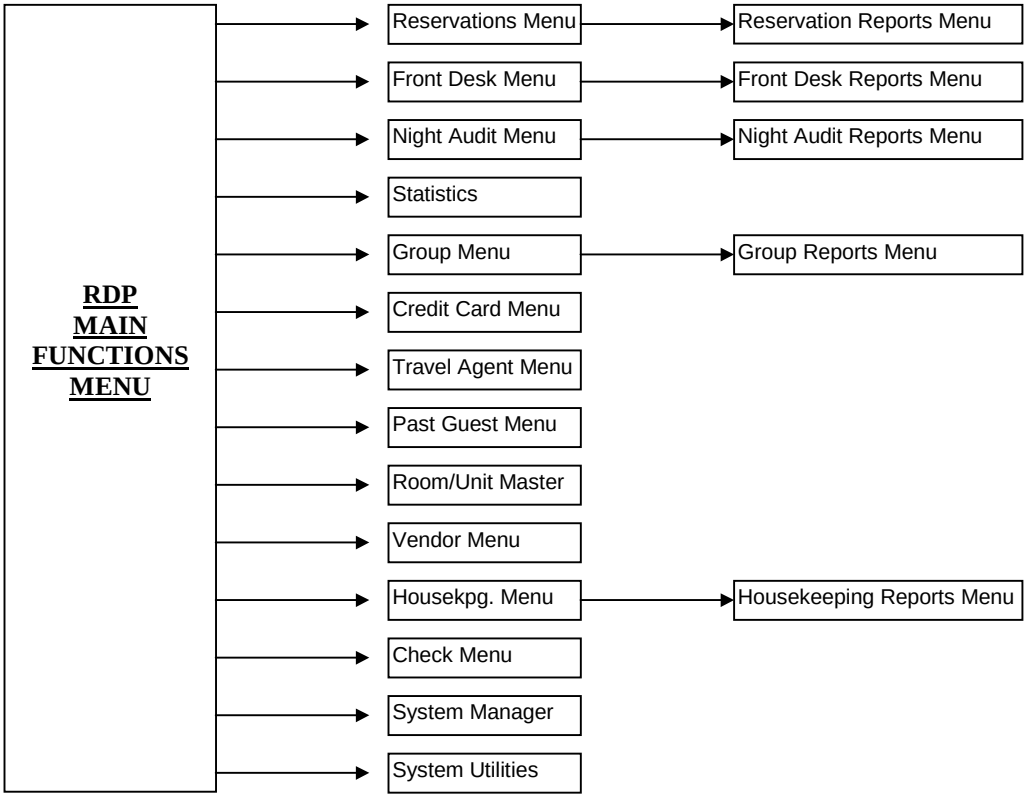
  Again, enter the first letter of the output option desired, i.e. - <P> for Printer.

- Records are accessed through a "Standard Access" screen, similar to:

  Guest Name/Res. Number Room

This standardized method of accessing records allows for:

1. The name or number to be entered. If the record is found it is displayed, if not the system shows the closest match.
2. Pressing <F3 - Look> to display a list of choices.
3. Menu Organization



RESERVATIONS

OVERVIEW

This chapter provides an introduction to making, changing, and canceling reservations in the RDP system. The following topics are covered:

Overview of Reservation Menu
New Reservations
Reservation Types
Printing Confirmations
Changing Existing Reservations
Group Leader and Group Display Screen
Option 120-Power User Menu
Reserve Additional Room
Sharewiths
Various RDP120 Power User Options
Reservation Deposits
Cancel/Uncancel Reservations
Transactions on Future Reservations
<F6 - NOTES>
Configuring Comment Fields
Availability Boundaries
Reservation Reports

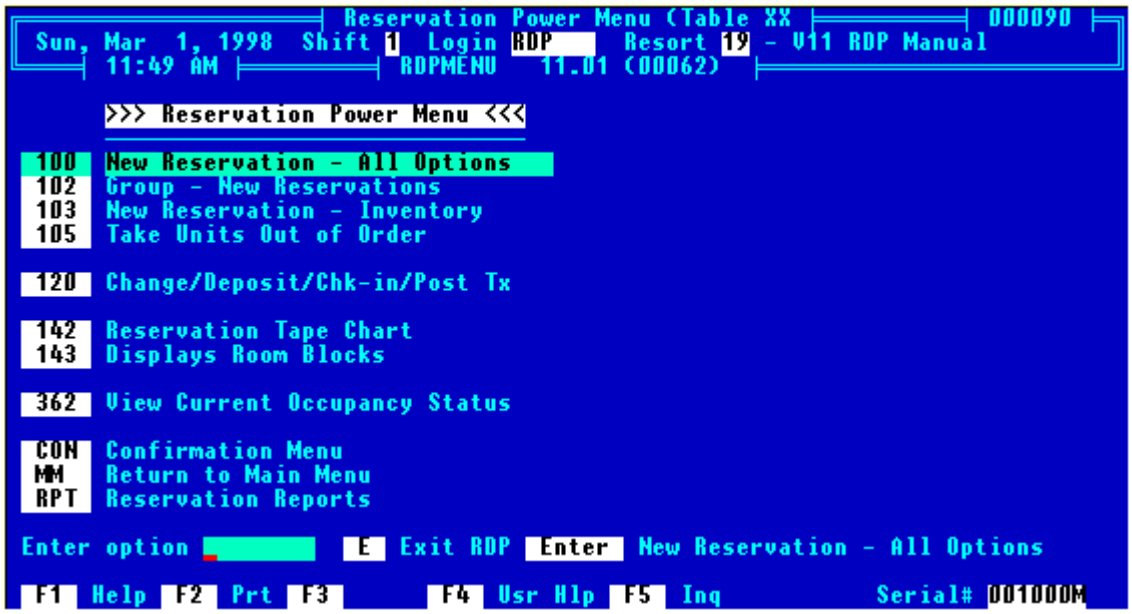
OVERVIEW OF RESERVATION MENU

The Reservation Menu is option 1 on the RDP Main Functions Menu. Beginning with Version 10.08, RDP introduced two options for navigating menus. The standard Reservation Menu has 3-digit option numbers for all major reservation functions: cancel, uncancel, inquire, change, add sharewith, reserve additional room, apply advance deposit, and various group functions.

Each of these options may now be accessed through Option 120, the main reservation change program. Option 120 has a *power user menu*, which allows various changes to be made to the same reservation without returning to the Reservation Menu. Both menus are displayed below, however this session uses the new Reservation Power Menu in all examples.

Contact RDP Support for information on using the power menus for Reservations, Front Desk, and Night Audit. The menus in the RDP system may be changed to better suit each customer's needs.

Reservation Power Menu


Reservation Power Menu (Table XX 000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
11:49 AM RDPMENU 11.01 (00062)
>>> Reservation Power Menu <<<
100 New Reservation - All Options
102 Group - New Reservations
103 New Reservation - Inventory
105 Take Units Out of Order
120 Change/Deposit/Chk-in/Post Tx
142 Reservation Tape Chart
143 Displays Room Blocks
362 View Current Occupancy Status
CON Confirmation Menu
MM Return to Main Menu
RPT Reservation Reports
Enter option
E Exit RDP Enter New Reservation - All Options
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Serial# 001000M

Standard Reservation Menu

Reservation Menu (Table X1) 000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
11:51 AM RDPMENU 11.01 (00062)
> Individual Reservations <
100 Make a new Reservation
102 Group - New Reservations
110 Cancel Reservation & Refund
111 Cancel No-shows
112 Un-cancel a Reservation
115 Inquire on a Reservation
116 Inquire on Non-Active Res.
120 Check-in/Change Res. Info.
122 Add New Share-with to Res.
123 Change Share-with
124 Add Another Room to Res.
125 Group - Assign Rooming List
126 Group - Assign Rooms
127 Group - Cancel All
128 Convert Pre-assign to Inv.
129 Apply Advance Deposit
135 Refund Security Deposit
142 Reservation Tape Chart
143 Display Room Blocks
202 Change a Travel Agent
362 View Current Occupancy Status
CON Confirmation Menu
MM Return to Main Menu
RPT Reservations Report Menu
Enter option
E Exit RDP Enter Make a new Reservation
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Serial# 001000M

The Reservation Power Menu has the same functionality as the Standard Reservations Menu. However, many of the functions are stored in the RDP120 power user menu. Because there are fewer options to learn, RDP recommends the power user menus for training and everyday use.

NEW RESERVATIONS

The RDP system consists of programs accessed from menus by option numbers. Reservations are entered using Option 100, “New Reservation - All Options”, or Option 102 - “Group - New Reservations”. After a reservation has been filed in the system, it cannot be accessed with Option 100 or Option 102.

Each reservation contains two screens of information including room rate, deposit information, address, credit card, and comments. When entering data on the two reservation screens, use the following rule:

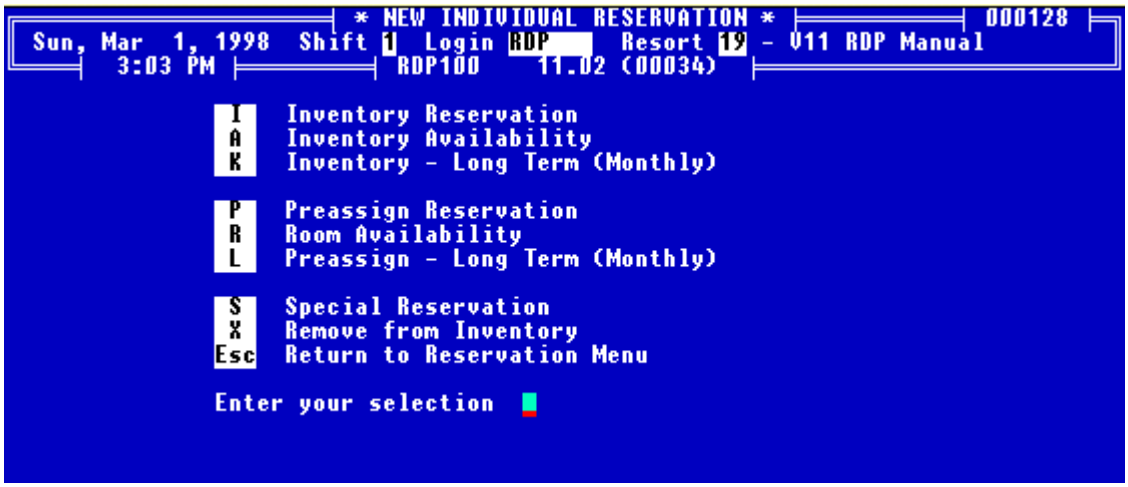
Press <ENTER> (or <TAB>) to move forward and <ESCAPE> (<SHIFT><TAB>) to go back

Throughout this section, various switches are referenced. Switches help each property customize the system to fit their procedures.

Reservations can be made up to 4 years in the future provided that seasons have been defined.

From the Reservation Power Menu, use Option 100 to make a new reservation. The following screen displays:

Reservation Options


* NEW INDIVIDUAL RESERVATION *
000128
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
3:03 PM RDP100 11.02 (00034)
I Inventory Reservation
A Inventory Availability
K Inventory - Long Term (Monthly)
P Preassign Reservation
R Room Availability
L Preassign - Long Term (Monthly)
S Special Reservation
X Remove from Inventory
Esc Return to Reservation Menu
Enter your selection

Reservation Type	Description
A	Inventory Availability - Choose Option A to access the inventory by room type for specific dates.
R	Room Availability - Choose Option R to display actual room numbers available for specific dates.
P	Preassign Reservation - Option P assigns a guest to a specific room for the dates entered. Example: Room 100 is assigned as opposed to just a DD (double double).
S	Special Reservation - Option S duplicates a type “P” reservation with the only difference being the letter “S” as opposed to the letter “P”. Properties use type S reservations for various reasons, i.e. - Frequent Stay programs, V.I.P’s, etc.
I	Inventory Reservation - Option I makes a reservation for a room type only and does not assign the guest to a specific room. The front desk assigns the room at a later time.

Reservation Type	Description
X	Remove from inventory - Use Option X to take a room out of order. The room is actually blocked for specific dates.
K & L	See the ***Long Term*** chapter in the ***Optional Modules*** section for more a complete discussion about long term reservations.

Options A & R provide quick access to availability and do not allow a reservation to be attached to a travel agent or group as the reservation is being made. These options do not search guest history for the guest's name and address until further in the reservation process.

Options P & I allow up to 3 travel agents to be attached to a reservation when it is entered. These options search guest history for the guest's name at the beginning of the reservation process. Also, a group/company may be attached to the reservation so the guest has access to a group's room block and/or a group rate plan.

Choose the appropriate option and the cursor moves to the next screen.

Which Reservation Option to Use?

The option to use varies between scenarios. The following list summarizes various situations and which option is most appropriate.

1. Travel Agent calls to book a reservation for a client: Use Option P or I to attach the travel agent so commission is paid. Option P assigns a specific room (100) while Option I makes a reservation for a room type only (DD).

2. A previous guest calls to book a reservation: Use Option P or I to search guest history for the guest's name and address and to find out any comments from a previous stay--such as "Prefers King over Double Double."

3. Guest calls to find out rate for the weekend: Use Option A to list availability and rates by room type for the dates in question. Use Option R to list whether a specific room is available those dates.

4. Housekeeping calls and says a pipe broke in room 105: Use Option X and block room 105 for a few days. Get an estimate from housekeeping or maintenance on how long the room will be out of order.

5. A guest with a wedding party calls to book a reservation: Use Option P or I to attach the guest to the appropriate group so the group's block of rooms is used and the guest is given the group rate.

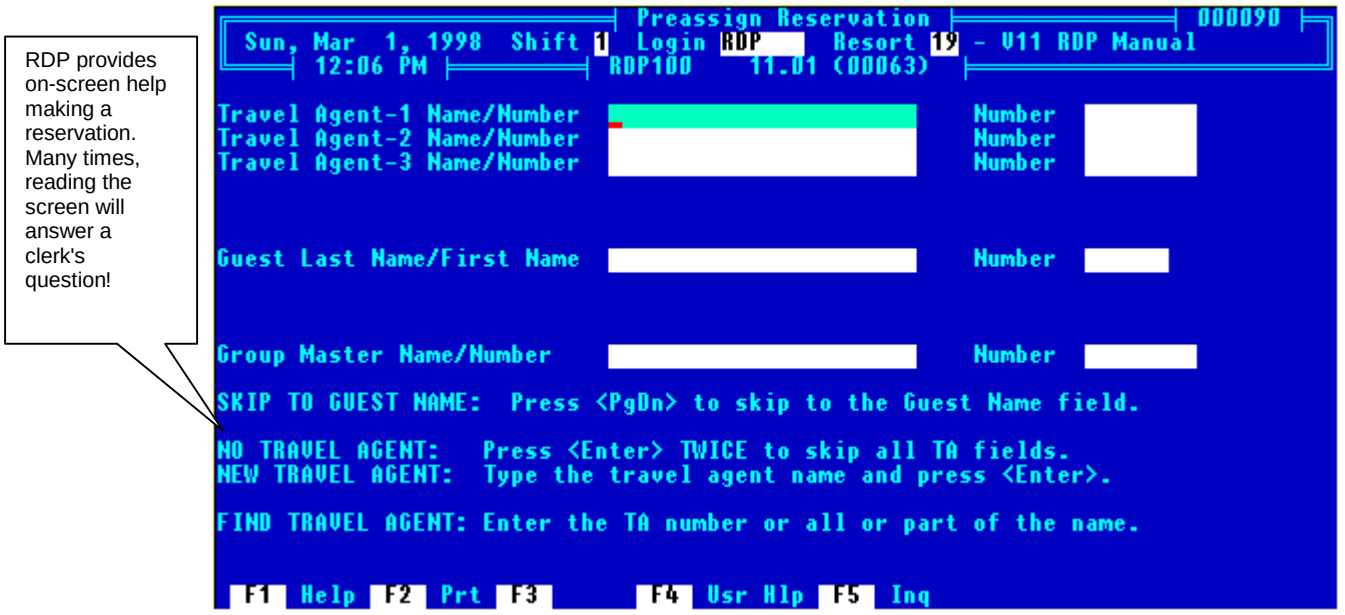
6. A business traveler with a corporate account at the hotel calls: Use Option P or I to attach the guest to the group so the system accesses the group rate plan.

Pre-assign Vs. Inventory

A property can use a mixture of pre-assign and inventory reservations. Both types decrease the property's availability for the correct dates. If all double rooms are the same, use inventory reservations and assign rooms later. If each room has unique characteristics, pre-assign rooms to match specific needs.

Reservations made for lockoff rooms MUST be pre-assign in order for system availability to be accurate.

If Option P or I is chosen, the system displays the following screen. (Options A, R, and X go immediately to the arrival date prompt in the following section)


RDP provides on-screen help making a reservation. Many times, reading the screen will answer a clerk's question!
Preassign Reservation
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:06 PM RDP100 11.01 (00063)
Travel Agent-1 Name/Number
Travel Agent-2 Name/Number
Travel Agent-3 Name/Number
Number
Number
Number
Guest Last Name/First Name
Number
Group Master Name/Number
Number
SKIP TO GUEST NAME: Press <PgDn> to skip to the Guest Name field.
NO TRAVEL AGENT: Press <Enter> TWICE to skip all TA fields.
NEW TRAVEL AGENT: Type the travel agent name and press <Enter>.
FIND TRAVEL AGENT: Enter the TA number or all or part of the name.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

This screen allows the reservationist to:

- Attach 1, 2, or 3 travel agents or commissionable entities to the reservation.
- Search for the guest name and address in the guest history database.
- Attach a group/company to the reservation.

Attach a Travel Agent to the Reservation

The system supports commission for up to three unique entities on each reservation. Each entity is added to the system as a travel agent. These accounts may be actual travel agents, individual reservationists, or a central reservation agency. Statements for each entity may be generated as frequently as needed.

Travel Agents masters may be added while a reservation is being made or from Option 200 on the Travel Agent Menu (8).

Access the travel agent by name or number. Most properties use the travel agent's IATA (International Association of Travel Agents) number as the RDP travel agent number, since the IATA number and the RDP field number are both eight characters.

Travel Agent Name/Number Field

Enter all or part of the travel agent name or the travel agent number to access a travel agent master account. If part of the name is entered, the system displays travel agents in alphabetical order beginning with the closest match to the name entered.

Use the arrow keys to highlight the correct agent and press <ENTER> to access the travel agent master. The system prompts the user to verify the agent. If so, type <Y> and then <ENTER>.
If the agent is not correct, type <N> and then <ENTER> and the cursor returns to the Travel Agent Name/Number field.

Travel Agent Number field

Press <ENTER> to move the cursor to the Travel Agent Number field. Type the travel agent number or press <F3 - LOOK> to display travel agents in numeric order. Use the arrow keys to highlight the correct travel agent and press <ENTER>. The travel agent master record displays on the screen and the system prompts for verification.

Commission Code

After the travel agent has been accessed, the system prompts for the commission code for this reservation:

The default commission code has already been defined in the travel agent master record. If the code is correct, press <ENTER> to assign the default code to the reservation. If an alternate code is needed, enter it or press <F3 - LOOK> to display a list of valid commission codes. Highlight the correct code and press <ENTER> to assign the code to the reservation.

The commission code is based upon the charges accruing to the Room Charge bucket, Other Charge-1 bucket, and Other Charge-2 bucket.

An alternate commission code may be used when a property is promoting a special travel agent commission offer of 20% during low season in order to increase business.

Pre-deduct vs. Non-deduct

After the commission code is assigned, the system prompts:

Press <ENTER> if the travel agent commission is paid by the property after the guest's stay. This is a *non-deduct reservation*.

Enter a <Y> if the travel agent withholds commission and sends the net amount to the property before the guest arrives. This is a *pre-deduct reservation* since the travel agent deducts the commission amount prior to sending the balance to the property. Only the FIRST travel agent on a reservation can be entered as a pre-deduct. The second and third travel agents must be non-deduct.

Eliminate this prompt completely and make all reservations non-deduct by changing switch #109-16 to NO.

Additional Travel Agents

After the pre-deduct prompt, the cursor moves to the second travel agent field. If there is an additional travel agent, use the steps above to access the travel agent and assign it to the reservation. If there are no additional travel agents, press <ENTER> twice or <PGDN> to move to the guest name field.

Searching Guest History

The system stores guest names and addresses in the *guest history database* along with several comment fields. For properties with several repeat guests, always search guest history and use the existing guest history record to avoid re-entering information. Also, guest preferences may be stored in guest history and display for the reservationist when the history record is accessed.

Guest Name

After the travel agent information, the cursor moves to the guest name field:

Enter the guest name in the format:

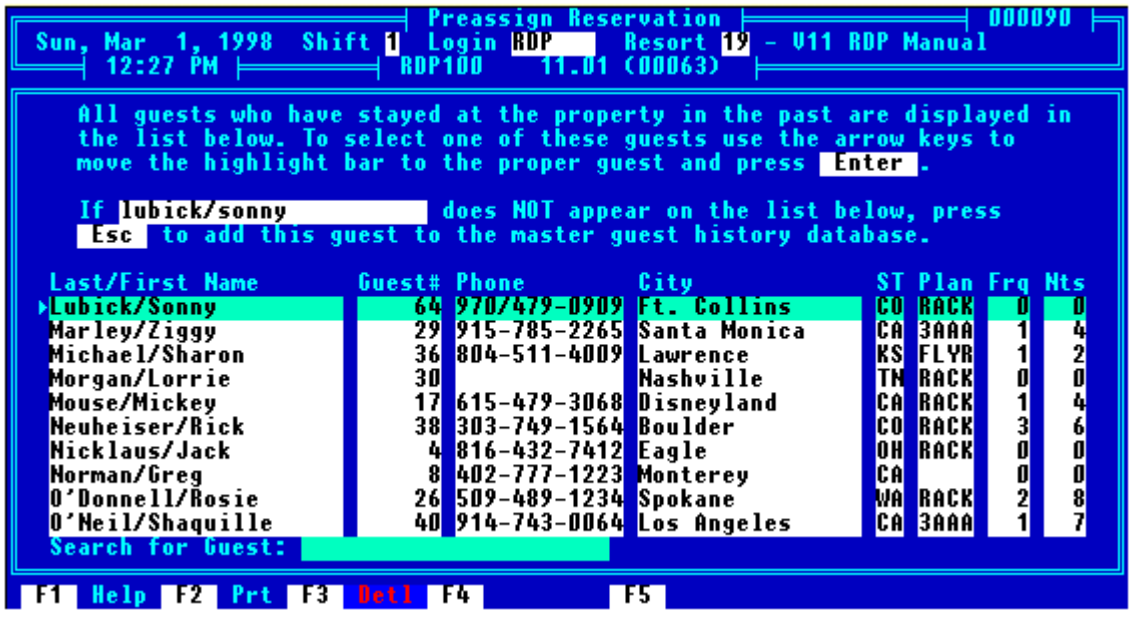
Last Name/First Name

The slash (/) is required so the system recognizes the first and last name.

Standardize data entry to use either upper and lower case or all upper case. RDP DOS reports print data exactly how it is entered, consistency translates into standard reports!

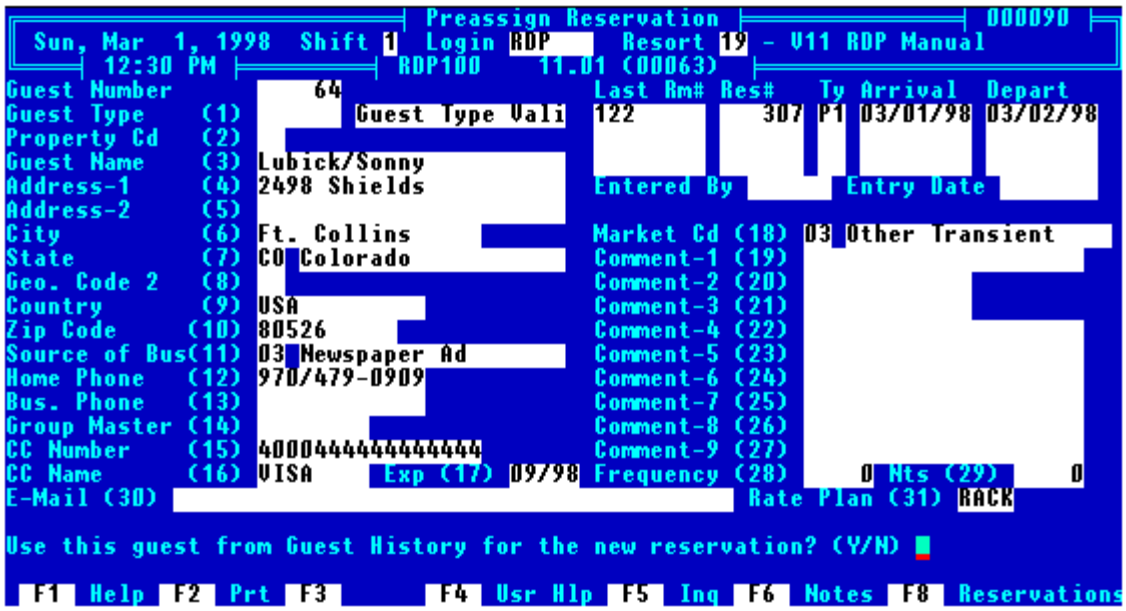
If the last name and the slash (/) are entered the system searches guest history for the guest's last name. The match closest to the name entered and all subsequent guest names are displayed. Use the arrow keys to highlight the correct guest and press <ENTER> to use this guest history record for the new reservation. If the guest is **NOT** found, press <ESCAPE> to add the name to the guest history database.

Searching for a name displays the following screen:


Preassign Reservation 000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:27 PM RDP100 11.01 (00063)
All guests who have stayed at the property in the past are displayed in the list below. To select one of these guests use the arrow keys to move the highlight bar to the proper guest and press Enter.
If lubick/sonny does NOT appear on the list below, press Esc to add this guest to the master guest history database.
Last/First Name Guest# Phone City ST Plan Frq Nts
Lubick/Sonny 64 970/479-0909 Ft. Collins CO RACK 0 0
Marley/Ziggy 29 915-785-2265 Santa Monica CA 3AAA 1 4
Michael/Sharon 36 804-511-4009 Lawrence KS FLYR 1 2
Morgan/Lorrie 30 Nashville TN RACK 0 0
Mouse/Mickey 17 615-479-3068 Disneyland CA RACK 1 4
Neuheiser/Rick 38 303-749-1564 Boulder CO RACK 3 6
Nicklaus/Jack 4 816-432-7412 Eagle OH RACK 0 0
Norman/Greg 8 402-777-1223 Monterey CA 0 0
O'Donnell/Rosie 26 509-489-1234 Spokane WA RACK 2 8
O'Neil/Shaquille 40 914-743-0064 Los Angeles CA 3AAA 1 7
Search for Guest:
F1 Help F2 Prt F3 Detl F4 F5

Reviewing the above example, "Lubick/Sonny" was entered at the Guest Last Name/First Name field. The system displays the closest match to that name, "Lubick/Sonny" and all names following it. All arrow keys are active in addition to <PGUP>, <PGDN>, <HOME>, and <END>. The reservationist can use the various keys to scroll the list of names.

Since the phone number and city are also displayed, the reservationist can determine the correct guest if names are similar, as in this example where Mr. Lubick's name was entered incorrectly as "Lubbick". When the correct guest is highlighted, press <ENTER> to access the guest history record, and a screen similar to the following displays:


Preassign Reservation 000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:30 PM RDP100 11.01 (00063)
Guest Number 64
Guest Type (1) Guest Type Vali
Property Cd (2)
Guest Name (3) Lubick/Sonny
Address-1 (4) 2498 Shields
Address-2 (5)
City (6) Ft. Collins
State (7) CO Colorado
Geo. Code 2 (8)
Country (9) USA
Zip Code (10) 80526
Source of Bus (11) 03 Newspaper Ad
Home Phone (12) 970/479-0909
Bus. Phone (13)
Group Master (14)
CC Number (15) 4000444444444444
CC Name (16) VISA Exp (17) 09/98
E-Mail (30)
Last Rm# Res# Ty Arrival Depart
122 307 P1 03/01/98 03/02/98
Entered By Entry Date
Market Cd (18) 03 Other Transient
Comment-1 (19)
Comment-2 (20)
Comment-3 (21)
Comment-4 (22)
Comment-5 (23)
Comment-6 (24)
Comment-7 (25)
Comment-8 (26)
Comment-9 (27)
Frequency (28) 0 Nts (29) 0
Rate Plan (31) RACK
Use this guest from Guest History for the new reservation? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

If the guest is correct, type <Y> and then <ENTER>, and the cursor moves to the Group Master Name/Number field. If the guest is incorrect, type <N> and then <ENTER>, and the cursor returns to the Guest Last Name/First Name field. The name originally entered remains in the field. Press <ENTER> again to display the guest history list by name.

The reservationist can review this screen and determine any preferences that have been recorded. In the above example, Sonny Lubick requested a room near the pool.

Besides various comment fields, the guest history record stores the market code, source of business code, and rate plan for the guest. Considerable time is saved making a new reservation from guest history.

Guest Number

Guest number can also access a past guest. Press <ENTER> from the Guest Last Name/First Name field to move the cursor to the guest number field. Enter the guest number or press <F3 - LOOK> to display the guest history records in numeric order. Highlight the correct guest, and the system prompts for verification.

New guests CANNOT be added from the Guest Number field.

Each guest in history has a guest number that remains the same no matter how many times the guest stays at the property. Each time the guest makes a reservation, the system assigns a reservation number for that stay, however the guest number remains the same.

Attaching a Group Master

If the individual is affiliated with a group or company, the *group master record* should be attached to that reservation so the correct inventory block and rate plan is used. Also, various statistical reports by group master are available using menu 4 - Statistical Reports.

Group Master Name/Number

After the guest name has been entered, the cursor moves to the Group Master Name/Number field. Enter all or part of the group master name, enter the group master number, or press <F3 - LOOK> to display the group master records in the system. If part of the name is entered, the system displays the name with the closest match and all group masters following that name.

Use the arrow keys to highlight the correct group master and press <ENTER>. The system displays the group master record. Type <Y> and then <ENTER> if the master is correct, or <N> and then <ENTER> if the master is incorrect. If incorrect, the cursor returns to the Group Master Name/Number field.

Group Master Number

Group masters can also be accessed by number. The master number is usually an abbreviation of the group master name. Press <ENTER> from the Group Master Name/Number field to move the cursor to the Number field. Enter the group master number or press <F3 - LOOK> to display a list of group masters in numeric order.

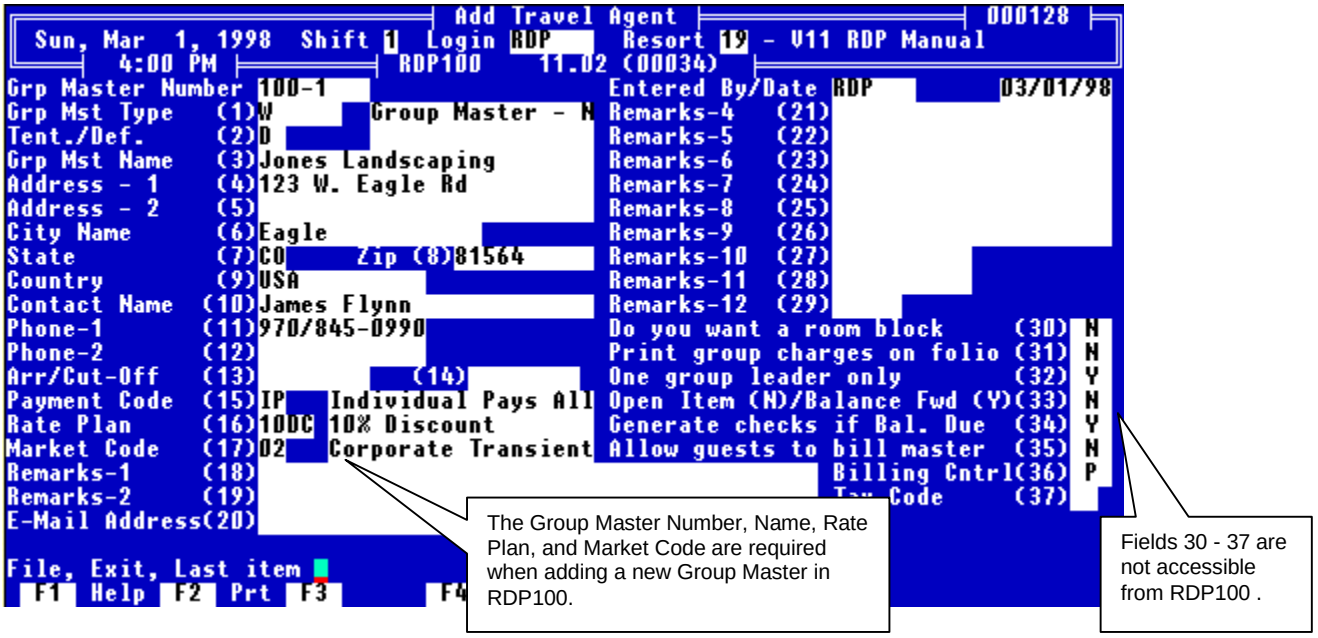
No Group Master

If there is no group master, press <PGDN> or <ENTER> twice to move to the arrival date field.

Remember that a group master is an account established for groups, companies, or any individual that needs a city ledger billing account. New group masters must be entered with Option 200 from Menu 6-Group Masters.

Adding a Group Master from RDP100

It is possible to add a new group master from RDP100. In order to add the new master, enter the group name at the appropriate prompt, the system searches for the closest match. If the group master is not found, add the master to the group file by pressing the <ESCAPE> key, similar to adding travel agents or guests.


Add Travel Agent
000128
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:00 PM RDP100 11.02 (00034)
Grp Master Number 100-1
Grp Mst Type (1) W Group Master - N
Tent./Def. (2) D
Grp Mst Name (3) Jones Landscaping
Address - 1 (4) 123 W. Eagle Rd
Address - 2 (5)
City Name (6) Eagle
State (7) CO Zip (8) 81564
Country (9) USA
Contact Name (10) James Flynn
Phone-1 (11) 970/845-0990
Phone-2 (12)
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) 10DC 10% Discount
Market Code (17) 02 Corporate Transient
Remarks-1 (18)
Remarks-2 (19)
E-Mail Address (20)
Entered By/Date RDP 03/01/98
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) N
Print group charges on folio (31) N
One group leader only (32) Y
Open Item (N)/Balance Fwd (Y) (33) N
Generate checks if Bal. Due (34) Y
Allow guests to bill master (35) N
Billing Cntrl (36) P
Tax Code (37)
File, Exit, Last item
F1 Help F2 Prt F3 F4
The Group Master Number, Name, Rate Plan, and Market Code are required when adding a new Group Master in RDP100.
Fields 30 - 37 are not accessible from RDP100 .

Utilize security on this feature by adding a fence level to sub-record 200 in table number X6. If the user power level is less than the assigned fence level, group masters cannot be added using RDP100. For a complete discussion about security in the RDP system, see the ***Maintaining System Tables*** chapter in the ***System Administration*** section of this manual.

Reservation Dates

All options (A, R, I, P, S, X) for making a new reservation prompt for the reservation dates. The dates are necessary so that availability and cutoff information can be checked. Options A, R, and X begin with the following screen. Options I and P display this screen after the travel agent, guest name, and group information are entered.

Arrival Date

The arrival date (Arv) field displays first, and the system default is the current system date. If the reservation is for the current date, press <ENTER> and the cursor moves to the # of nights field.

If the arrival date is in the future, enter the date in the format: mmddyy

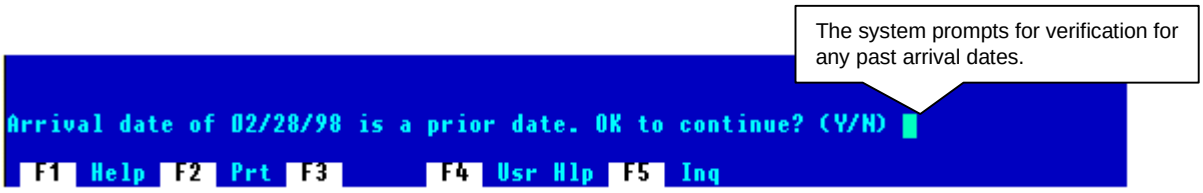
Example: The arrival date is October 5, 1996. Enter 100596 in the arrival date field. The system formats the date entered with slashes (/) between the month, day, and year.

If no year is entered, the system uses the current year for future months in the same year and the next year for any month less than the current month.

Example: The current date is October 15, 1996 and "0215" is entered as the arrival date. The system knows February, 1996 has past, and displays 02/15/97 for the arrival date.

If the date is more than 1 year in the future, the year must be entered. Use the format "mmddyy", the system automatically formats the date with slashes.

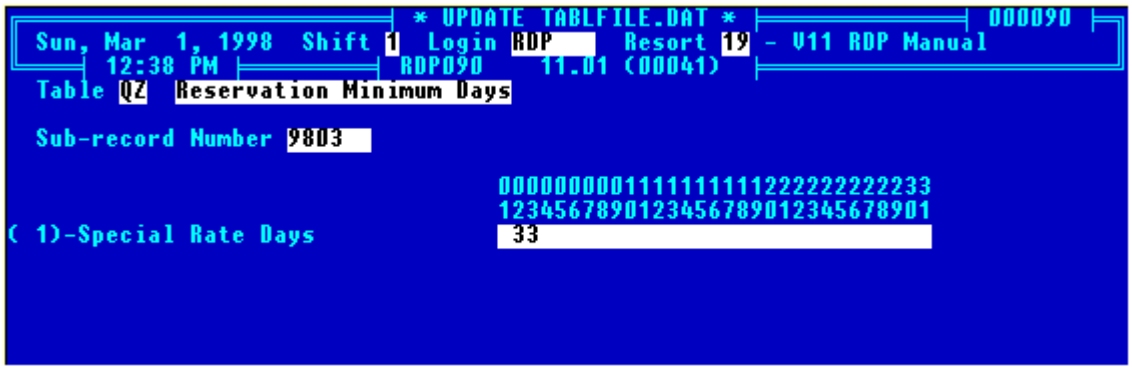
It is possible to enter an arrival date before the current system date using the format "mmddyy", the system prompts the reservationist to verify that a past date is correct.


The system prompts for verification for any past arrival dates.
Arrival date of 02/28/98 is a prior date. OK to continue? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Number of Nights

After the arrival date is entered, the system prompts for the number of nights. If the number of nights is easily calculated, enter it now. However, if the guest says "Arriving on June 28th and leaving on July 5th", press <ENTER> to skip to the departure date. After the departure date is entered, the system calculates the number of nights for the reservation.

Minimum night requirements can be defined in the QZ table as shown below:


* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:38 PM RDPD9D 11.01 (00041)
Table QZ Reservation Minimum Days
Sub-record Number 9803
(1)-Special Rate Days
33

In this example, anyone arriving March 2 or March 3 has to stay a minimum of three nights. If the minimum night requirement is not met, the following message displays:

With the Enhanced Rates and Packages module (RN) installed, the maximum number of nights allowed on a reservation is 155.

Departure Date

The departure date is calculated automatically from the arrival date and the number of nights. If the departure date displayed is incorrect, enter the date using the format "mmddyy', remembering the above rules regarding dates. The system formats the date with slashes (/) and adds the year.

For both the arrival and departure dates, the system displays the day of the week. Verify this with the guest. Often guests think they're arriving on Tuesday, the 6th when they're actually arriving on Wednesday, the 6th.

People Classifications

After the arrival and departure dates, the system moves to the *people classifications*. These are the classifications the property uses to classify guests, for example adults, children, youths, teenagers, etc. Enter the number of adults, children, and other people classifications. Entering the correct number of people displays the correct rate on the yield management screen.

Availability and Yield Management

The next step in the reservation process is to access availability and possible rates by room type for the dates entered.

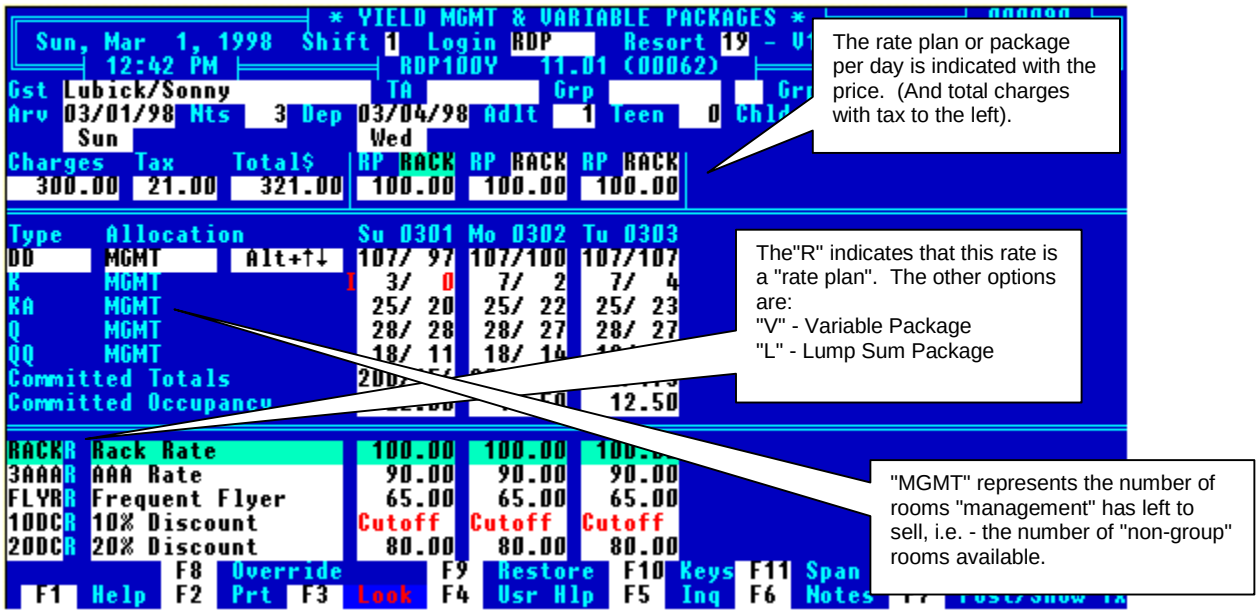
Room Type

Enter the room type the guest prefers or press <F3 - LOOK> for a list of available room types. Highlight the desired room type and press <ENTER>. Properties with module RH - Yield Management installed see the screen below.

Properties without yield management display availability by room type for inventory reservations or actual available rooms for pre-assign reservations.

Yield Management Screen

The yield management screen displays availability and possible rates for the room type entered. The screen shown below assists a property in selling rooms at a higher rate and in selling more rooms during slower periods.


* YIELD MGMT & VARIABLE PACKAGES *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19
12:42 PM RDP100Y 11.01 (00062)
Gst Lubick/Sonny TA Grp
Arv 03/01/98 Nts 3 Dep 03/04/98 Adlt 1 Teen 0
Sun Wed
Charges Tax Total$ RP RACK RP RACK RP RACK
300.00 21.00 321.00 100.00 100.00 100.00
Type Allocation Su 0301 Mo 0302 Tu 0303
DD MGMT Alt+↑↓ 107/ 97 107/100 107/107
K MGMT 3/ 0 7/ 2 7/ 4
KA MGMT 25/ 20 25/ 22 25/ 23
Q MGMT 28/ 28 28/ 27 28/ 27
QQ MGMT 18/ 11 18/ 14
Committed Totals
Committed Occupancy 12.50
RACKR Rack Rate 100.00 100.00
3AAAR AAA Rate 90.00 90.00 90.00
FLYRR Frequent Flyer 65.00 65.00 65.00
10DCR 10% Discount Cutoff Cutoff Cutoff
20DCR 20% Discount 80.00 80.00 80.00
F8 Override F9 Restore F10 Keys F11 Span
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes
The rate plan or package per day is indicated with the price. (And total charges with tax to the left).
The"R" indicates that this rate is a "rate plan". The other options are:
"V" - Variable Package
"L" - Lump Sum Package
"MGMT" represents the number of rooms "management" has left to sell, i.e. - the number of "non-group" rooms available.

Screen Description (Double lines represent thirds):

Top Third	The top section displays the guest name, travel agent number, group information, tax, arrival date, number of nights, departure date, number of people, and selected room type. The highlighted rate plan is displayed along with the room charge.
Middle Third	The middle section displays up to five room types and the availability for each night on the reservation. The availability can be expressed in two ways: Total Rooms/Rooms Available (10/4) or just Rooms Available (4). Switch 420-4 controls how the availability displays. The totals displayed are also controlled by a switch. Switch 419-5 determines whether the system displays the Grand Total (availability for management and all group blocks), Management Totals (availability not including group blocks), or Committed Totals (Rooms committed to groups and individuals.)
Bottom Third	The bottom section displays possible rates for the specified dates and room types. Each rate, including packages, is assigned a rate plan. The rates should display from highest to lowest so the reservationist first tries to book the reservation at the highest possible rate. There are 4 reasons why a rate is not available, described in the next section.

Yield Management Terminology and Function Keys

Active Room Type

The active room type is displayed in the "Type" field on the second line (DD). Rate plans and rates displayed at the bottom of the screen are for the active room type. If the active room type is changed, rates are updated in the bottom third for the new room type. The active room type can be changed as follows:

1. Press <F3 - LOOK> for a list of valid room types and highlight the new room type.
2. Press <ALT> + <ARROW> (up or down) to move the highlight bar to the desired room type.
3. Any valid room type can be entered from the keyboard.

Rate Plan Display

There are 3 ways to display rate plan information in the bottom third of the screen:

A) The rate usually displays in the normal screen color, which indicates the rate is available for the room type, rate plan, and day.

B) If the rate displays in red, the rate is not available for this day, but the system indicates what the rate would be.

C) Text displays if the rate is not available and indicates why. There are 4 reasons why a rate is not available:

1. NOROOM displays if there are no rooms left of the active room type for this day, or if the total occupancy of the property is greater than 100%. The second condition can happen if there is only 1 double double room available, but the king rooms are oversold by 3.
2. NO TA stands for "no travel agents allowed" and results because the T.A. cutoff is in effect for this rate plan. The occupancy percentage for the rate plan for this room type is greater than the TA cut-off percentage entered with Option 118.
3. CUTOFF indicates the rate plan has been cut-off at a particular occupancy percentage for this room type and date. The occupancy percentage is greater than the cut-off percentage entered with Option 117 on the System Manger's Menu.
4. ALLOC indicates a group master has exceeded their allocation for the active room type. Use Option 551 on the Group Master Menu to adjust the group room block for this room type and dates.

<ESCAPE>

Press <ESCAPE> in the yield management screen to erase all information and start over. After pressing <ESCAPE>, the system prompts:

Delete Assigned Rate Plans and Start Over? <Y/N>

In order to start over, type a <Y> and then <ENTER>. To continue with the same information, type an <N> and then <ENTER>.

<F8 - OVERRIDE>

The override key allows the reservationist to enter a manual price for a certain day of the stay. The key is only active on rate plans or packages which have the "Allow Override" flag set to "YES".

<F9 - RESTORE> The restore key changes all rate plans back to their original price. For example, if the <F8 - OVERRIDE> key is used to assign a manual override to a rate plan, <F9 - RESTORE> resets the charge back to its original price.

<F10 - KEYS> The <F10> key gives a brief description of available key combinations on the yield management screen. A list of function keys is available in Appendix A.

<F11 - SPAN> The span key allows a rate plan or package to be assigned to a desired number of days on the reservation. Upon entering the yield management screen the span is equal to all days. Span can be used from any day within the reservation, for example on an eight-day reservation, use a span of three on the second day to indicate that a special three-day weekend package should be used. Or, if after the second night all remaining nights should be at rack rates, use option “A” (All) to assign the rack rate to all remaining nights.

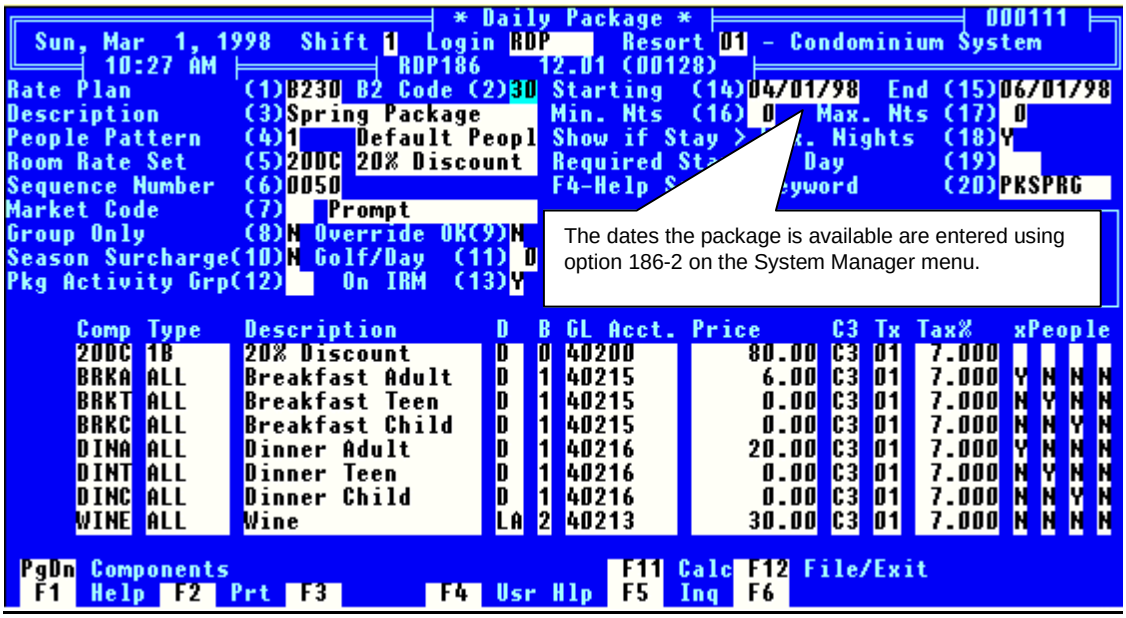
<F7 - TRANSACTIONS> Pressing <F7 > from within the yield management screen allows a charge to be posted to the reservation.

<F12 - SELECT RATES> When the correct room type is matched with the correct rate for the correct day, press <F12> to save the information and continue with the next step, either:

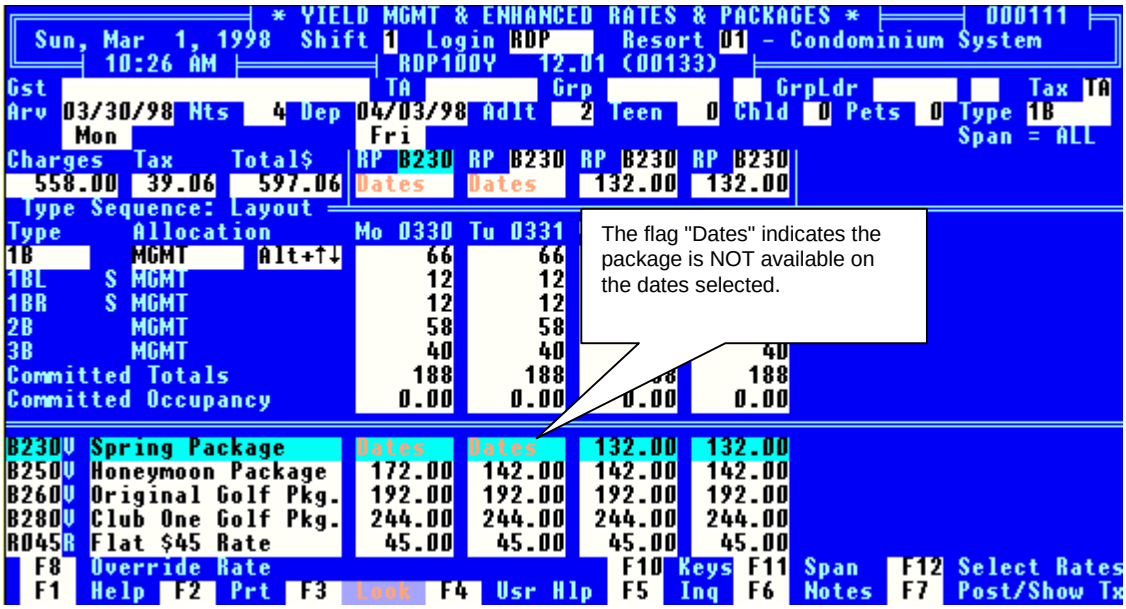
1. Assigning a specific room number for pre-assign reservations, or
2. The first reservation screen for inventory type reservations.

Package Date Restrictions with Enhanced Rates and Packages

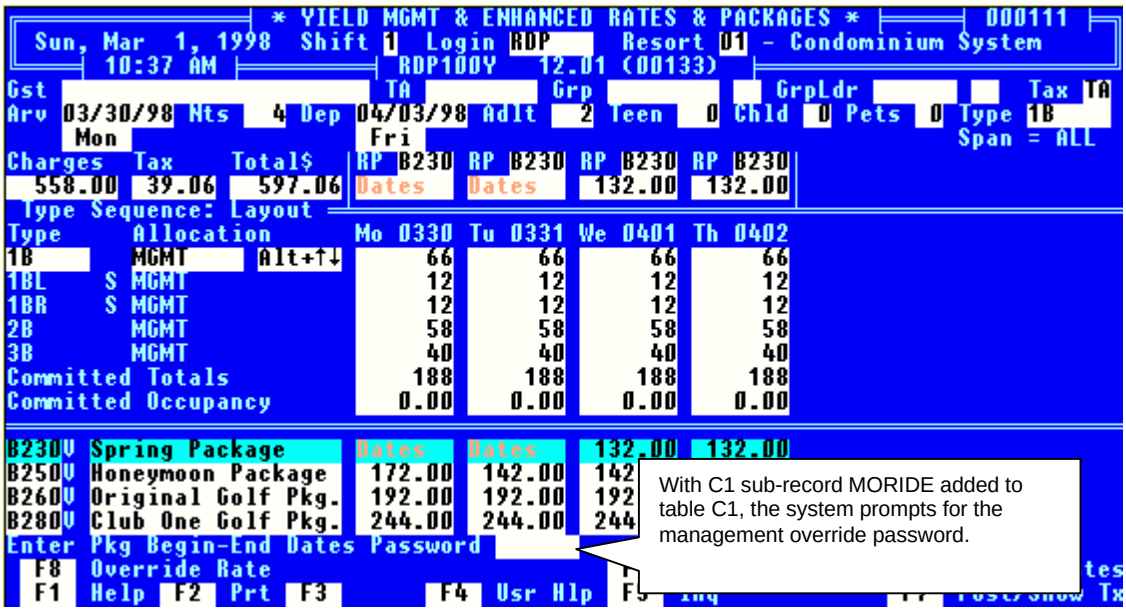
With the Enhanced Rates and Packages module (RN) installed it is possible to define beginning and ending dates for a particular package. For example, a property may offer a "Spring Package" that is only available between the dates of April 1 and June 1. These dates are entered on the package definition screen seen below.


* Daily Package *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 01 - Condominium System
10:27 AM RDP186 12.01 (00128)
Rate Plan (1)B23D B2 Code (2)3D Starting (14)04/01/98 End (15)06/01/98
Description (3)Spring Package Min. Nts (16) 0 Max. Nts (17) 0
People Pattern (4)1 Default Peopl Show if Stay > Nights (18)Y
Room Rate Set (5)20DC 20% Discount Required St Day (19)
Sequence Number (6)0050 F4-Help S eyword (20)PKSPRG
Market Code (7) Prompt
Group Only (8)N Override OK(9)N
Season Surcharge(10)N Golf/Day (11) 0
Pkg Activity Grp(12) On IRM (13)Y
The dates the package is available are entered using option 186-2 on the System Manager menu.
Comp Type Description D B GL Acct. Price C3 Tx Tax% xPeople
20DC 1B 20% Discount D 0 40200 80.00 C3 01 7.000
BRKA ALL Breakfast Adult D 1 40215 6.00 C3 01 7.000 Y N N N
BRKT ALL Breakfast Teen D 1 40215 0.00 C3 01 7.000 N Y N N
BRKC ALL Breakfast Child D 1 40215 0.00 C3 01 7.000 N N Y N
DINA ALL Dinner Adult D 1 40216 20.00 C3 01 7.000 Y N N N
DINT ALL Dinner Teen D 1 40216 0.00 C3 01 7.000 N Y N N
DINC ALL Dinner Child D 1 40216 0.00 C3 01 7.000 N N Y N
WINE ALL Wine LA 2 40213 30.00 C3 01 7.000 N N N N
PgDn Components F11 Calc F12 File/Exit
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6

With starting and ending dates entered, the Yield Management displays the following flag when making a reservation that spans dates where the package is NOT available.


* YIELD MGMT & ENHANCED RATES & PACKAGES *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 01 - Condominium System
10:26 AM RDP100Y 12.01 (00133)
Arv 03/30/98 Nts 4 Dep 04/03/98 Adlt 2 Teen 0 Chld 0 Pets 0
Mon Fri
Charges Tax Total$
558.00 39.06 597.06
Type Sequence: Layout
Type Allocation
1B MGMT Alt+↑↓
1BL S MGMT
1BR S MGMT
2B MGMT
3B MGMT
Committed Totals
Committed Occupancy
Mo 0330 Tu 0331
B230V Spring Package
B250V Honeymoon Package 172.00 142.00 142.00 142.00
B260V Original Golf Pkg. 192.00 192.00 192.00 192.00
B280V Club One Golf Pkg. 244.00 244.00 244.00 244.00
R045R Flat $45 Rate 45.00 45.00 45.00 45.00
F8 Override Rate
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F7 Post/Show Tx
The flag "Dates" indicates the package is NOT available on the dates selected.

With table C1 sub-record MORIDE (Management Override) added to the system, the following prompt is displayed if the reservationist attempts to continue booking the package. The password must be entered in order to continue.


* YIELD MGMT & ENHANCED RATES & PACKAGES *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 01 - Condominium System
10:37 AM RDP100Y 12.01 (00133)
Arv 03/30/98 Nts 4 Dep 04/03/98 Adlt 2 Teen 0 Chld 0 Pets 0
Mon Fri
Charges Tax Total$
558.00 39.06 597.06
Type Sequence: Layout
Type Allocation
1B MGMT Alt+↑↓
1BL S MGMT
1BR S MGMT
2B MGMT
3B MGMT
Committed Totals
Committed Occupancy
Mo 0330 Tu 0331 We 0401 Th 0402
B230V Spring Package
B250V Honeymoon Package 172.00 142.00
B260V Original Golf Pkg. 192.00 192.00
B280V Club One Golf Pkg. 244.00 244.00
Enter Pkg Begin-End Dates Password
F8 Override Rate
F1 Help F2 Prt F3 F4 Usr Hlp
With C1 sub-record MORIDE added to table C1, the system prompts for the management override password.

Yield Management Summary

The purpose of the yield management screen is to match the correct room type with the correct rate (or package) on the correct day. Also, yield management allows the property to control the days which rates appear and the order in which they appear. In addition to being an excellent management tool, yield management simplifies the front office on a day-to-day basis by allowing a prescheduled rate change. A unique rate plan or package can be assigned to each day of a reservation, or a package can be used in conjunction with a rack rate, as seen in the above <F11 - SPAN> example. Pre-scheduling rate changes frees the night auditor of the cumbersome task of changing rates prior to posting nightly room and tax.

User-Defined Room Type Sequences in Yield Management

The default room type sequence in the yield management screen is alphabetical. It is possible to set a user-defined sequence for displaying room types in the yield management screen. For example, if your property always wants to sell higher priced room types first, these types of rooms are assigned lower sequence numbers in the C2 table. For more information regarding user-defined room type sequences, please see the ***Maintaining System Tables*** chapter in the ***System Administration*** section of this manual.

Assigning Guest Requests

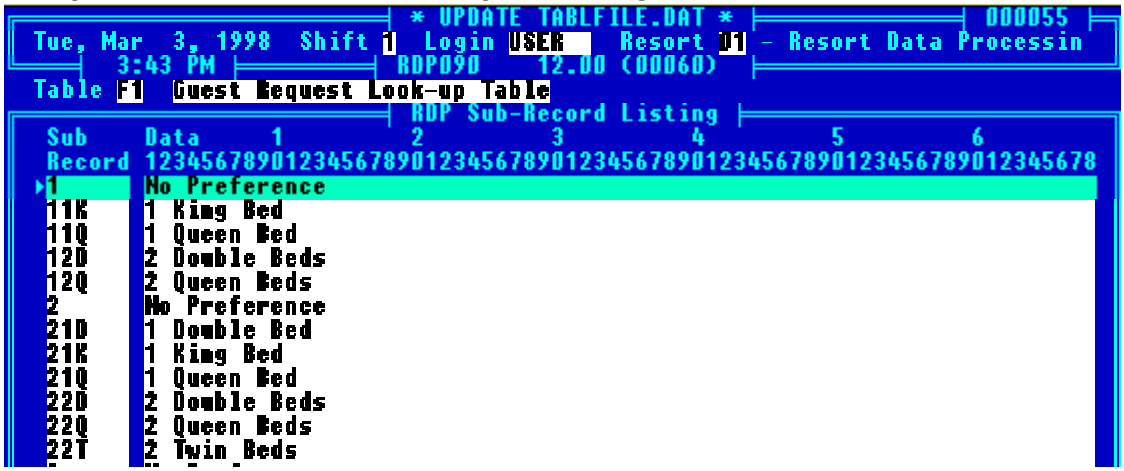
Up to nine guest request fields can be assigned to each reservation. These requests are used to specify guest preferences when assigning rooms. Examples of preferences are smoking/non-smoking, view, and bedding. When the available room list is displayed, each room's attributes are also displayed. The reservationist or front desk clerk uses this list of preferences in order to assign a room with the amenities the guest desires.

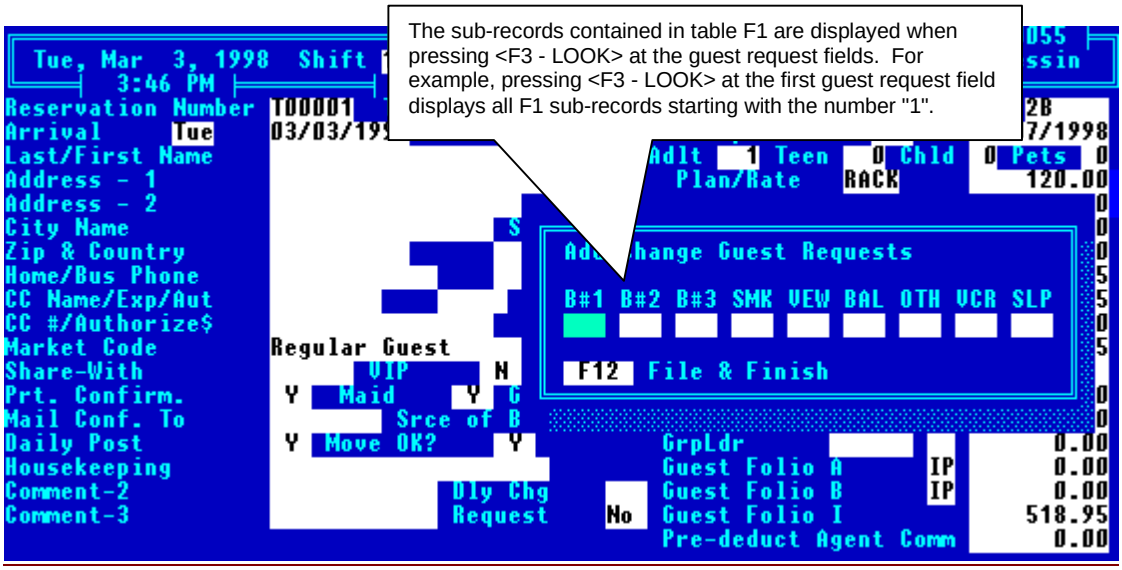
Guest preferences are entered when a reservation is made and then again used to filter the available room list based on these pre-determined preferences. While making a reservation, preferences may be added, changed or deleted in order to display the desired rooms. If no matches are found, all available rooms are displayed.

To enable this feature, enter the valid entries for each guest preference in Table F1 using RDP090. The first character of the sub-record must be from 1 to 9, matching the guest preference field on the room master. The next three characters represent the sub-record in the <F3 - LOOK> screen at the corresponding guest preference field. A blank facility value is allowed. Once the sub-record is input, enter a description. The description is displayed using <F3 - LOOK> when adding/changing a room, or when assigning guest preferences to a reservation.

Set switch #422-6 to a value between 1 and 9. This value is the number of guest preferences entered while making a reservation. These requests are used as search criteria when displaying available rooms. A zero value turns the feature off.

Sample F1 Table and Guest Request Assignment Window


* UPDATE TABLFILE.DAT *
000055
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
3:43 PM RDP090 12.00 (00060)
Table F1 Guest Request Look-up Table
RDP Sub-Record Listing
Sub Record
Data 1 2 3 4 5 6
1 No Preference
11K 1 King Bed
11Q 1 Queen Bed
12D 2 Double Beds
12Q 2 Queen Beds
2 No Preference
21D 1 Double Bed
21K 1 King Bed
21Q 1 Queen Bed
22D 2 Double Beds
22Q 2 Queen Beds
22T 2 Twin Beds



Entering Guest Requests on New Reservations

For inventory reservations, the system prompts for guest preferences upon entering the first reservation screen. The guest preferences remain on the reservation unless changed with RDP120. When assigning a room, other values may be entered, but the values on the reservation will not change.

Guest preferences for pre-assigned reservations are entered immediately after the room type and rate plan are selected in the yield management screen. Once in the "Available Rooms" display, the facility values may be changed. When a room is selected, the values are stored on the reservation. These values remain unless altered through RDP120, field #70.

Changing Guest Preferences

Use field #70 on the second reservation screen in order to change guest preferences. Field #70 can be accessed when making a reservation or with RDP120. Only the first value is displayed next to the field number. Once selected, field #70 displays a window that allows any guest preference to be changed. The <F12> key is always available when changing facility values. <F12> moves the cursor to the "File, Exit…" prompt.

Guest Preferences and the Available Rooms Display

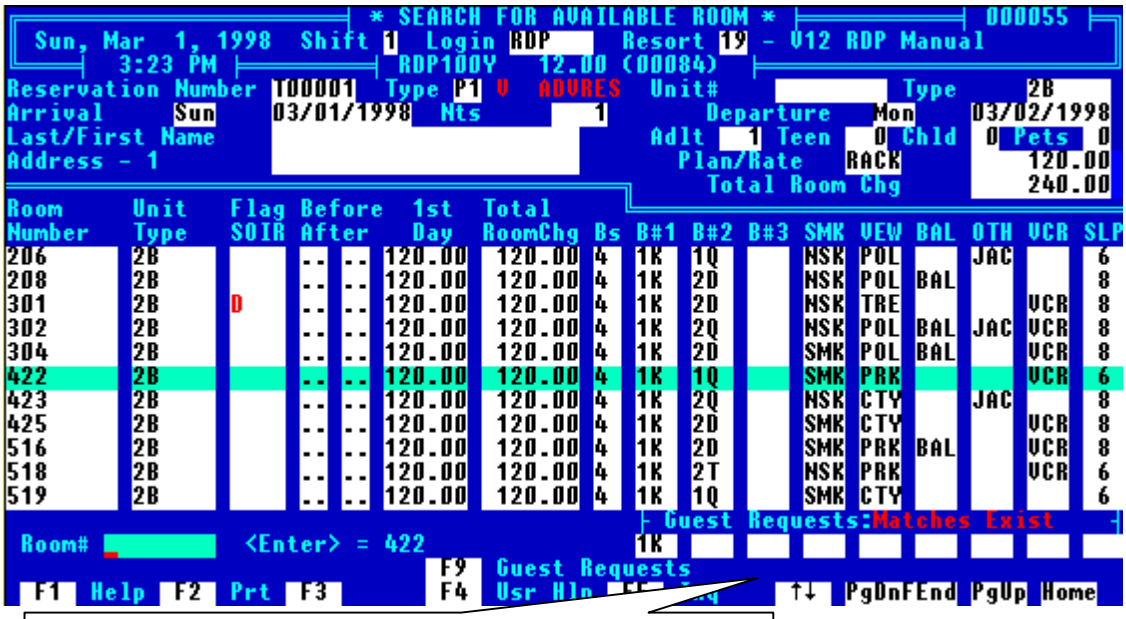
With this feature activated, the rooms display screen allows guest preferences to be changed in order to find an available room. This is the most powerful part of the new feature. Pressing <F9> places the cursor in the first facility field. <ENTER> moves to the next field and <F12> processes any changes. The text "No Matches" or "Matches Exist" appears. If no matches are found, all available rooms for the room type chosen are displayed.

Adding or Changing Rooms

Once this feature is enabled, the values in table F1 are used in the guest preference fields on the room master when adding or changing a room. This insures the values are entered consistently.

Assigning a Room Number (Pre-Assign Reservations)

After completing the yield management screen, the next step to a pre-assign reservation is to assign a specific room number. RDP displays a list of available room numbers similar to the following:


* SEARCH FOR AVAILABLE ROOM *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:23 PM RDP100Y 12.00 (00084)
Reservation Number T00001 Type P1 V ADVRES Unit# Type 2B
Arrival Sun 03/01/1998 Nts 1 Departure Mon 03/02/1998
Last/First Name Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 Plan/Rate RACK 120.00
Total Room Chg 240.00
Room Number | Unit Type | Flag SOIR | Before After | 1st Day | Total RoomChg | Bs | B#1 | B#2 | B#3 | SMK | VEW | BAL | OTH | VCR | SLP
206 2B .. .. 120.00 120.00 4 1K 1Q NSK POL JAC 6
208 2B .. .. 120.00 120.00 4 1K 2D NSK POL BAL 8
301 2B D .. .. 120.00 120.00 4 1K 2D NSK TRE VCR 8
302 2B .. .. 120.00 120.00 4 1K 2Q NSK POL BAL JAC VCR 8
304 2B .. .. 120.00 120.00 4 1K 2D SMK POL BAL VCR 8
422 2B .. .. 120.00 120.00 4 1K 1Q SMK PRK VCR 6
423 2B .. .. 120.00 120.00 4 1K 2Q NSK CTY JAC 8
425 2B .. .. 120.00 120.00 4 1K 2D SMK CTY VCR 8
516 2B .. .. 120.00 120.00 4 1K 2D SMK PRK BAL VCR 8
518 2B .. .. 120.00 120.00 4 1K 2T NSK PRK VCR 6
519 2B .. .. 120.00 120.00 4 1K 1Q SMK CTY 6
Guest Requests:Matches Exist
Room# <Enter> = 422
F9 Guest Requests
F1 Help F2 Prt F3 F4 Usr Hlp ↑↓ PgDnFEnd PgUp Home

When assigning rooms with the guest request feature activated, the system displays rooms that match the guest request criteria. In order to refine the display, press <F9> to access the guest request fields.

The position of the highlight bar when selecting an available room is based on the setting of switch "#109-8" - "Display Availability in Room Number Sequence". With a YES setting, the highlight bar positions itself in the middle of the available rooms display (seen above). With a NO setting, the highlight bar defaults to the first available room on the list.

A brief description of each column on the “Search for Available Room” screen follows:

Column	**Definition**
Room Number	The available room number. Only available rooms display.
Room Type	The type of room selected on the yield management screen.
Flag	The four flags are: “S” - The room’s housekeeping status. “D” = Dirty, " “ = Clean. “O” - The room is currently occupied, however the guest is scheduled to checkout today, making the room available for tonight. “I” - Inventory problem. More reservations exist than rooms. “R” - Rate has not been defined.
Before/After	The two dots appearing to the left represent the two nights prior to the reservation’s arrival. The two dots to the right represent the two nights after the reservation’s departure. If a dot (.) displays, there is no reservation booked into the room for those days. The other options which exist are: “P” - The first day of a reservation. “p” - Subsequent days of a reservation. “X” - First day of a maintenance reservation. “x” - Subsequent days of a maintenance reservation.

1st Day	The charge for the first night of the stay
Total Room Charge	Total Room Chg The total price (excluding tax) for the stay.
Bs	The base number of people in the room
Guest Requests	The next nine fields describe the room to the reservationist.

In order to select a room, either highlight it and press <ENTER>, or type the room number and press <ENTER>.

Reservation Screen #1

There are two pages to a reservation. After the dates, room type, and correct rate plan have been determined, and a room number selected for pre-assign reservations, the system displays the following screen. Each field is explained in order.

Room Availability
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:02 PM RDP100E 12.00 (00084)
Reservation Number T00001 Type P1 V ADVRES Unit# 422 Type 2B
Arrival Sun 03/01/1998 Nts 1 Departure Mon 03/02/1998
Last/First Name Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 Plan/Rate RACK 120.00
Address - 2 Total Room Chg 120.00
City Name State Other Charges 0.00
Zip & Country Sec. Deposit 0.00
Home/Bus Phone Total Tax TA 8.40
CC Name/Exp/Aut Total Charge 128.40
CC #/Authorize$ 0.00 Deposit 0.00
Market Code Regular Guest PN Total Balance Due 128.40
Share-With VIP N Deposit Date ** N/A **
Prt. Confirm. Y Maid Y GTD N GrpMst 0.00
Mail Conf. To Srce of Bus 00 Conf. 0.00
Daily Post Y Move OK? Y GrpLdr 0.00
Housekeeping Guest Folio A IP 0.00
Comment-2 Dly Chg No Guest Folio B IP 0.00
Comment-3 Request Set Guest Folio I 128.40
Pre-deduct Agent Comm 0.00
<PgDn> Skip all remaining fields on page 1 <PgUp> Exit reservation
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

The right side of the first reservation screen stores reservation amounts such as total room charge , total tax, deposit, etc.

The left side stores name and address information,

Press <PGUP> to quickly exit the reservation.

People Classifications

The number of adults, children, teenagers, youths, etc. defaults to the numbers entered in the yield management screen. Changes can be made by pressing<ESCAPE> from the “Total Tax” field.

Reservation Screen Amounts

The right side of the first reservation screen contains the financial information of the reservation including the room charge amount, tax, total of miscellaneous charges, and payments. Transactions posted to the reservation are totaled into the various fields, which are also called buckets. The bucket totals are added to the balance due so the total of all transactions equals the balance due on the reservation. In addition, travel agent commissions and group pay codes can be calculated on the various buckets. Each bucket is described below.

Field/Bucket	Description
Room Charge	The Room Charge bucket contains the total of all room transactions. The system transaction codes that affect bucket 0 are 00 and 20. The room charge portion of any package plan is also included in the Room Charge bucket on the reservation.
Other Charge-1 & 2	There are two buckets that accumulate miscellaneous charges: Other Charge-1 and Other Charge-2. Some properties assign taxable transactions to Other Charge-1 and non-taxable to Other Charge-2. Other properties assign transactions that the travel agent receives commission on to Other Charge-1 and transactions that don't generate commission to Other Charge-2. Transactions added to the Other Charge-1 have a bucket 1, and Other Charge-2 transactions have a bucket 2.
Security Deposit	The system supports posting a refundable security deposit to reservations. Transactions posted as refundable deposits have a bucket 3 and are added to the Security Deposit field.
Total Tax	The total tax on a reservation displays in this field.
Total Charge	All of the above amounts are added to the Total Charge on a reservation. When looking at the transaction screen, the transaction codes with buckets 0, 1, 2, or 3 and their tax amounts equal the amount in the Total Charge field.
Deposit	The Deposit field contains the total of all payments posted to the reservation. Payment code transactions are assigned to bucket 9.
Total Balance Due	The Total Balance Due field is the Total Charge field less the Deposit field OR the sum of all transactions posted to the reservation (Buckets 0, 1, 2, 3, and 9).

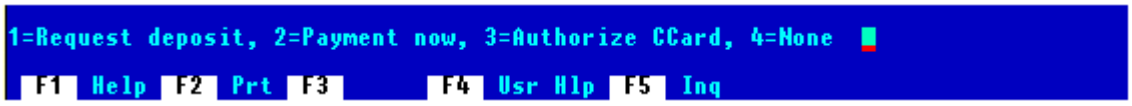
Tax

After the number of people, the cursor moves to the tax field. The system default is TA - Taxable. If the guest should be charged tax, press <ENTER> to accept the default and move forward one field. If the guest is tax-exempt, enter tax code TZ or press <F3 - LOOK> for a list of tax codes.

It is possible to have more than one tax code if your property rents rooms in different cities with different tax rates. Contact RDP Support for assistance in configuring different tax rates.

Deposit Options

Various deposit options display after the tax field:



Entry	Action
1=Request deposit	If the guest should mail a deposit by a future date, choose option 1. The system prompts for the deposit amount and for the deposit due date. Report 710 on the Reservation Reports Menu displays reservations with overdue deposits.
2=Payment now	If an actual payment is being applied now, choose option 2. Enter the deposit amount and the system prompts for the payment method: cash, check, credit card, etc. The amount entered is added to the Deposit field, and the Deposit Date field is changed to **PAID**. Most often, this option is used if a credit card is charged for a deposit at the time the reservation is made.
3=Pre-authorize CCard	If the arrival date is today's date and the guest is checking-in, choose option 3 to pre-authorize the guest's credit card for room & tax plus incidentals. Add sub-record ADDPRE to Table C1 to automatically add a flat amount or percentage to the room & tax amount. Option 3 is ONLY available if Module RJ-Credit Card Interface is installed. Contact RDP Sales for more information about the interface.

Entry	Action
4=None	If no deposit is requested or applied when the reservation is made, choose option 4. The system enters 0.00 in the Deposit field and marks the Deposit Date field ** N/A ** for not applicable.

One of the above options MUST be selected before continuing with the reservation.

Automatically Calculating Deposit Dates and Amounts

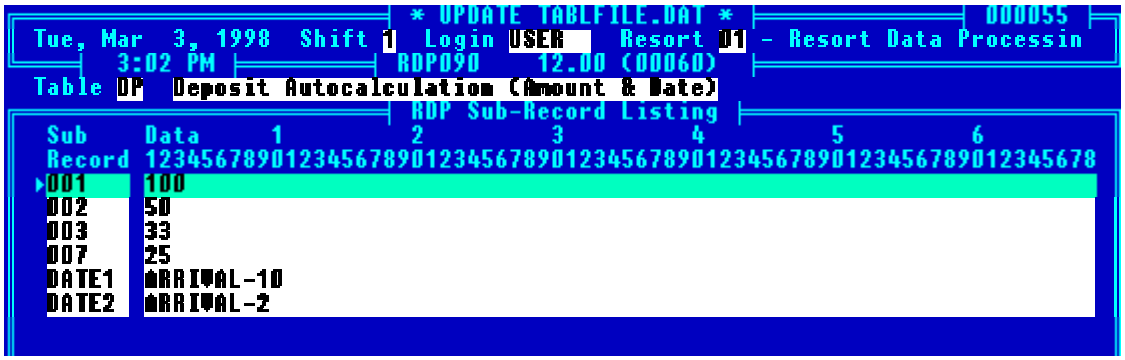
The system can auto-calculate the "Request Deposit Amount" & "Request Deposit Date". For example, assume a property has the following rules for calculating a Deposit Amount:

- For a one-night reservation, the deposit amount is 100%.
- For a two-night reservation, the deposit amount is 50% of the individual balance due.
- For a three to six night reservation, the deposit amount is 33% of the individual balance due.
- For seven nights or more, the deposit is 25% of the individual balance due.

A new switch has been added to the RDP system, #422-2. With the default setting, the "deposit due date" and "deposit requested" fields are entered by the reservationist. With a YES setting, the system automatically calculates these fields based on a user-defined configuration. The configuration is stored in table DP and contains the following sub-records.

Sub-Record	Description
Nights in the Stay (i.e. - 001, 002, etc.)	This three-character field contains the deposit percentage required. For example, on a three night stay, the property requires a 50% deposit. In this example, the DP sub-record would be "003" and the description field set to "50".
DATE1	The "DATE1" sub-record can either be based on: The date the reservation is entered plus a user-defined number of days, i.e. - "TODAY + 10". The reservation's arrival date minus a user-defined number of days, i.e. - "ARRIVAL - 10".
DATE2	Number of days prior to arrival the deposit is due if the reservation is made within DATE1. For example, a reservation is made December 1st for an arrival of December 8th. Because the reservation is made within the DATE1 parameter of 10 days, the system uses DATE2 in order to set the default deposit due date.
ROUND	With the ROUND sub-record, the system rounds the deposit amount to the closes ten. For example, if 50% of the total balance is due 10 days prior to arrival, and the total balance due is $214, the system rounds the deposit amount to $110 (Rounding up from $107).

A sample DP table follows, along with descriptions of each sub-record.



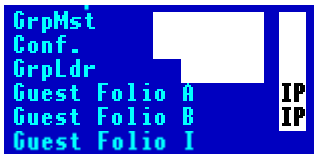
Sub-Record	Description
001*	For a one-night stay, the reservation must be pre-paid in full.
002*	For a two-night stay, a fifty- percent deposit is required.
003*	For a three-night stay, thirty-three percent of the total balance due is required.
007*	For a seven-night stay, twenty-five percent of the total balance due is required.
DATE1	Deposits are due 10 days prior to arrival.
DATE2	Deposits for reservations made within ten days of arrival are due two days prior to arrival.

With the DP table configured, the "Deposit" and "Deposit Date" fields are calculated automatically.

*It is possible to define defaults for the "Deposit" prompt when making a reservation. Please see the **System Switches** chapter in the **System Administrator** section for more information. Specifically, switches 422-4 and 422-5.*

Balance Due Fields

Six fields on the lower right side of reservation screen one display how the balance due is divided among the group master, conference, group leader, and individual folios A, B, and I.



Field	Description
Group Master Acct	If a group master is attached to this reservation, the group master number displays in the first segment followed by the group paid-by code.
Group Leader Res #	If there is a group leader attached to this reservation, the group leader reservation number displays in the first segment followed by the group leader pay code. See the Reserve Additional Room section of this chapter for more information.
Conference	The conference feature will be implemented in a later revision of Version 12.
Folios A & B	A reservation can have up to three folios, each with its own pay code. For example, a business traveler may request to have all room charges on one folio and all incidental charges on another. In this example, either folio A or B can be used for room charges and incidental charges will accrue to the individual folio.
Individual Balance Due	The Individual Balance Due field displays the portion of the Total Balance Due that the individual guest pays for. If there is no group master, group leader, or additional individual folios, the individual balance due equals the total balance due.

Last/First Name

After the deposit question, the cursor moves to the guest name field. If Options I or P were used, press <ENTER> to skip the guest name field and move to Address-1.

If the name is blank because Option A-Inventory Availability or Option R-Room Availability was chosen from the option screen, enter the guest name now using the format “Last Name/First Name”, remembering the

rules about consistency. The slash (/) is required. After the name has been entered, the system searches guest history.

If the guest does not have a guest history record, press <ESCAPE> to add the guest to guest history and continue to the Address-1 field. If the guest has stayed previously, use the arrow keys to scroll the list of names, highlight the correct name and press <ENTER> to access the guest history record. The system prompts for confirmation of the correct guest.

Guest Address

After the guest name, the system prompts for the address. The following fields are available and may be skipped if necessary. Press <ENTER> to skip a field and leave it blank.

Field	Length
Address-1	22
Address-2	22
City	16
State	2
Zip Code	10
Country	12
Home Phone	12
Business Phone	12

The country field has an <F3 - LOOK> option using table CP. A default country can be defined by adding sub-record CNTRY to the C1 table and typing the country in the special data field.

Credit Card Information

Following the address, the cursor moves to the credit card number field. Enter the credit card number WITHOUT spaces or dashes (-) and press <ENTER>. The system determines if the credit card number is valid, fills in the credit card name, and the cursor moves to the credit card expiration date.

Enter the credit card expiration date in the format “mmdd”. Example, “1098” for October 1998. The date is formatted with the slash (/). Two digits must be entered for the month. Example, “07” for July.

If a credit card number is NOT required, press <ENTER> to skip to the market code field.

Market Code

Market codes identify the type of guests that stay at your property: transient, group, government, corporate, etc. Enter the market code for this guest or press <F3 - LOOK> to display a list of market codes defined in Table CF. Highlight the correct market code and press <ENTER>.

The Market Code field is filled in automatically if the guest information was accessed from guest history, if the market code has been defined on the rate plan for this reservation, or if there is a group master attached to the reservation.

Market codes are REQUIRED for all reservations. If your property does NOT use market codes, contact RDP Support for assistance in automatically filling in this field with the reservation type (P-Pre-assign, X-Maintenance, O-Owner, G-Guest of Owner, etc.)

VIP

The VIP field is the next prompt. The system defaults this field to N. Enter a Y if the guest is a VIP and should print on Report 728-Very Important Guests from the Front Desk Reports Menu while checked-in. Each property should determine the policy for marking a guest a VIP.

Prt. Confirm

Next, the cursor moves to the Print Confirmation field. The default for this field is determined by Switch 419-6, "Print confirmation" default for new individual res. Make this switch YES to default this field to Y for all new reservations. Make the switch NO to default the field to N.

If this field is Y when the reservation is filed, the reservation prints as part of the confirmation reports that are explained in detail in the ***Printing Confirmations*** section of this chapter.

Guaranteed

The next field is labeled "GTD" for guaranteed. The system default is N for No. If the reservation is guaranteed, enter Y in this field.

If Switch 420-5 is YES and a credit card has been entered on the reservation, the GTD field automatically changes to Y. If the credit card is removed, the field changes to N.

This field can also be used to indicate the "hold time" for a reservation. Example: Reservation is held until 6 PM. Enter a 6 in the GTD field. Review the arrivals at 6 PM and cancel those equaling 6.

Source of Business

Enter the 2-character source of business code or press <F3 - LOOK> for a list of codes, highlight the correct code and press <ENTER>.

Source of business identifies how the guest discovered the property. Example: Word of Mouth, Chamber of Commerce, TV Ad, Newspaper Ad, etc. The source of business helps a property determine what advertising has been effective.

Whenever a reservation is made from guest history, the source of business code defaults to the previous selection.

Set Switch 109-7, Allow source of business default, to NO to force reservationists to enter a source of business code for all new reservations. If 109-7 is YES, the default code (00) can be used.

Move OK?

After source of business, the cursor moves to the Move Ok? field. The field default is "Y", meaning the reservation can be moved to a different room. Press <ENTER> to continue to the comment fields. Enter an "N" if the reservation should NOT be moved from a particular room.

Use this field carefully. Most reservations should be able to move from one room to another. Only set this field to N for extreme circumstances.

Make a policy that any reservation with Move OK? set to NO should have an explanation in a comment field or an <F6- NOTE>.

Housekeeping Comment

Each reservation may have up to 17 comment fields. The first comment field has been designated as the Housekeeping comment. Enter any information needed by the housekeeping department in this field. The field length is 20 characters. Examples: Rollaway, Crib, Extra Towels, etc.

Daily Charge

It is possible to flag up to ten "transaction categories" as daily charges that post automatically as part of the night audit procedure. These categories can post up to ten transaction codes apiece, making it possible to automatically post up to 100 charges automatically with option 212 on the Night Audit Menu. An example of a daily charge category is parking at a downtown hotel. In this example, there may be a parking charge, a parking tax, and a valet fee, all of which can be posted automatically along with room and tax.

The categories and transaction codes for the nightly charges are stored in table DD. Please see the ***C1 Table*** chapter in the ***System Administrator*** section of the manual for more information.

Comments 2-17

The remaining comment fields may be used for storing any miscellaneous information for reservations. RDP recommends designating fields for particular information so that reports can be created.

Example: Airline arrival information is needed to coordinate transportation. If this information is ALWAYS stored in Comment-4, a report can be printed listing this information.

Comment-3 is the last field on reservation screen #1. The field length is 12 characters. Press <ENTER> to move the cursor to reservation screen #2, shown below:

Reservation Screen #2

Additional Comment Field Features

Besides designating comment fields for specific information, it is possible to standardize the text entered into a particular field and reduce the keystrokes for the reservationist by creating an <F3 - LOOK> table.

Continuing the airline arrival information example: The property is located near a small airport with limited commercial service. The property's shuttle service uses the information in Comment-4 to know when to pick up arriving guests. The only information needed is the airline since each airline has only one flight per day.

If an <F3 - LOOK> table is added, the airline information is added to the reservation the same every time instead of having United, UNITED, UA, Unit, etc. A report can be made searching for just UNITED and all of the guests using United Airlines will print on the report.

See ***Configuring Comment Fields*** later in this session for instructions on how to set up the tables.

Entered By/Date

The Entered By field stores the RDP login name of the person who added the reservation to the system. This field cannot be accessed for change. If your property has more than 1 person using the same computer and you want the system to prompt for the Entered By name, change Switch 219-8, Require input of "Entered By" field, to YES.

In addition to the name, the system stores the date the reservation was added. Use Report 700-Reservations by Entry Date to print a list of reservations for a range of entry dates.

Last Changed By

The system also stores the RDP login name of the person who last changed the reservation along with the date. Use Report 702-Reservations by Changed Date for a list of reservations changed over a range of dates.

Early Departure

If a guest checks out early, the system automatically enters a "Y" in the early departure field. With a "Y" in the early departure field, various reports can be run to determine the number of early departures.

Check-In/Checkout

The system automatically stamps the check-in and checkout times on the reservation. However, the time of arrival and departure depends on when the guest is actually checked-in to the RDP system.

E-Mail Address

Enter the guest's electronic mail address. With e-mail addresses and software to send mass e-mails, the cost of guest mailings can drop significantly.

Other Charges 1 & 2

A recap of the totals in buckets one and two are displayed on the second reservation screen.

Agent 1, 2, and 3

The right side of reservation screen 2 displays various financial information about the reservation including any travel agents that are attached, whether they are pre-deduct, the commission code assigned, and the estimated commission based upon the charges.

Room

The room field on the right side displays the room number and the owner revenue code if the system has Module R3-Owner Billing installed. The amount due the owner also displays.

Guest History

The Guest History field displays the guest history number and the portion of the balance due the guest owes at checkout. If the guest master number is blank, the system prompts the user at checkout or at cancellation to add the guest to guest history.

Guest Credit Limit

The Guest Credit Limit field displays the credit limit amount for this reservation. Report 756-Guest Over Credit Limit on the Front Desk Reports Menu should be run each night during the audit to check for any guests over their credit limit. The report subtracts the individual balance due on the reservation from the credit limit amount in this field. Each property should establish procedures for handling guests over their credit limit that might include authorizing a higher amount on the guest's credit card or contacting the guest and requesting a cash deposit to cover incidentals.

The credit limit amount varies according to whether a credit card is entered on the reservation. Sub-records CRLIM1 and CRLIM2 in Table C1 are used whenever the Credit Card Interface module is NOT installed in order to set a credit limit at check-in. CRLIM1 is the default credit limit for reservations with credit cards, and CRLIM2 is the default credit limit for reservations without a credit card. Enter a flat dollar amount in the special data field.

Example: Reservations without a credit card can be set for a 0.00 credit limit by entering 0.00 in the CRLIM2 sub-record. If any guest at your property is automatically given a credit limit of 10.00 with a credit card, enter 10.00 in the CRLIM1 customer. Another option is to enter the word "PROMPT" instead of a dollar amount, and the system prompts the user for the credit limit at check-in.

For customers with the Credit Card Interface module, the system uses the pre-authorized amount for the guest credit limit.

Refund Amount

If the reservation is canceled and has a paid deposit, the amount refunded to the guest displays in the Refund Amount field.

Last RDP211 Posting

This field displays the last date that room & tax was posted through Option 212 on the Night Audit Menu. Option 212 can be run more than once a day. If the date in this field is equal to the system date, Option 212 skips this reservation when posting room & tax.

Cancellation Number & Cancellation Reason

Each time a reservation is canceled, the system assigns a unique cancellation number that displays in this field. The system also prompts for the cancellation reason. RDP recommends always entering a reason for historical purposes.

Reservations can be "uncanceled" using Power User Option "U" from Option 120 on the Reservation or Front Desk Menu. If the room is NOT available, the system prompts the user to search for a vacant room.

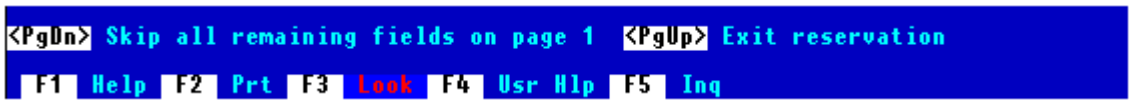
Long Term: Last Posting

This field is for customers using the long term features that post rent monthly. Contact RDP Sales for information on purchasing RDP's long term features.

Moving Between the Two Reservation Screens

As a reservation is entered, press <ENTER> to move the cursor forward one field and <ESCAPE> to move back one field. <PGUP> and <PGDN> are used to toggle between reservation screens one and two.

From Reservation Screen one, the options are:



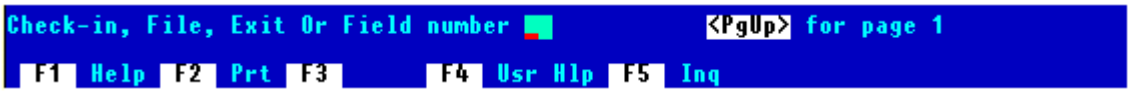
Press <PGDN> to skip any remaining fields and move the cursor to Comment-4 on page 2. <PGUP> is a quick option for exiting the reservation WITHOUT saving.

From Reservation Screen two, the options are:

Press <PGDN> again to skip any fields on page 2 and move to the "File, Exit, Field number" prompt. Or, press <PGUP> to return to page 1. If the guest requests a crib at the end of the reservation process, use <PGUP> to access Reservation Screen 1, enter "40" to move the cursor to the Housekeeping comment field, and type "Crib" in the Housekeeping field. Press <ENTER> to display the "File, Exit, Field number" prompt.

Completing the Reservation

After completing the reservation there are four options:

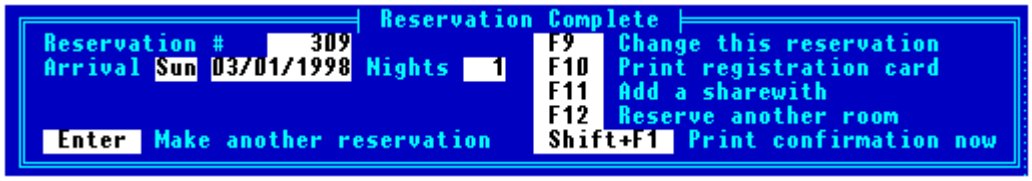


Entry	Action
File	Enter <F> to file the reservation and assign a permanent reservation number.
Exit	Enter <E> to exit the reservation WITHOUT saving any information.
Field number	Enter the field number displayed in parenthesis to the right of the description to move the cursor to that field and change/add information. If there is no field number, it CANNOT be accessed from this screen.

If a reservation has an arrival date equal to the system date, there is an added option when the reservation is complete - "C" for "Check-in".

After the Reservation Is Filed

Once the reservation is filed, there are several options for the reservationist to choose from as shown below in the "*Reservation Complete" box*:



Entry	Action
<ENTER>	Make another reservation. The cursor returns to the reservation option screen. From here, press <ESCAPE> to access the Reservations Menu, or choose the correct *reservation type* to make another reservation.
<F9>	Change this reservation. Press <F9> to enter change mode for this reservation. Fields that can be changed, such as name, arrival date, comment fields, etc. have a field number in parenthesis next to the text. Enter the appropriate field number to move the cursor and make changes.
<F10>	Print registration card. Press <F10> to print a registration card at this time. This option is for walk-in reservations.
<F11>	Add a sharewith reservation. The "mini" reservation screen displays and the cursor starts at the guest name field. See ***Sharewith Reservations*** later in this chapter.
<F12>	Reserve another room. Again, a "mini" reservation screen displays to quickly reserve an additional room for the guest. See ***Reserve Additional Rooms*** later in this chapter

Entry	Action
<SHIFT>+<F1>	Press <SHIFT> and <F1> together to print a confirmation at this time. Normally, confirmations are printed at the end of the day in a batch. The print confirmation field should be "N" if a confirmation is printed now. Otherwise, a second confirmation will print at the end of the day.
<F6>	A free form note can be added to the reservation as well. See the ***<F6>-Notes*** section later in this chapter for more information.

RESERVATION TYPES

Besides having a unique reservation number, each reservation is assigned a type that indicates the reservation status. The reservation type is a 2-character code. The first character explains what kind of reservation: inventory, pre-assign, maintenance, etc. The second character tells the reservation status: advance reservation, advance reservation with paid deposit, checked-in, checked-out, canceled, etc.

Listed below are the various options for the reservation type. The reservation type displays on most reports and on various look-up screens as well as on all reservation screens.

1st Character

P - Pre-Assigned

I - Inventory

M - Multiple

X - Maintenance

O - Owner Res

G - Guest of Owner Res.

B - Bonus Time Owner Reservation

E - Exchange Week Reservation

T - Timeshare Owner - Preassign

Q - Timeshare Owner - Inventory

S - Special Reservation Type (User Defined)

2nd Character

1 - Advance Reservation - no deposit

2 - Advance Reservation - paid deposit

4 - Advance Reservation that's been changed

5 - Checked-in Reservation

6 - Checked-in Reservation w/changes

7 - Checked-out Reservation with Security Deposit

8 - Checked-out Reservation

9 - Cancelled Reservation

Options O and G are for properties with module R3-Owner Billing. Options B, E, T, and Q are for customers with module R6-Timeshare Owner Billing. These options display in addition to the regular A, R, P, I, and X options when an individual reservation is made with menu option 100.

Reservation Type Examples

P2	Pre-Assigned Advance Res. with deposit
P8	Checked-out Res.
I9	Inventory Res. that has been canceled
P4	Advance Res. that has been changed

Reservation Type-S

A feature introduced in Version 10.08 is an optional reservation type that can be added to the system. Reservation Type S is configurable by property and helps identify reservations with special circumstances. Example: Management reserved rooms for oversell periods, special exchange reservations for timeshare properties, etc.

To add reservation type S, use Option 090 on the System Manager Menu and update Table C1. Choose S for Sub-record and add "TYPE-S". In the special data field, enter the description that should display in Option 100 with the other reservation types.

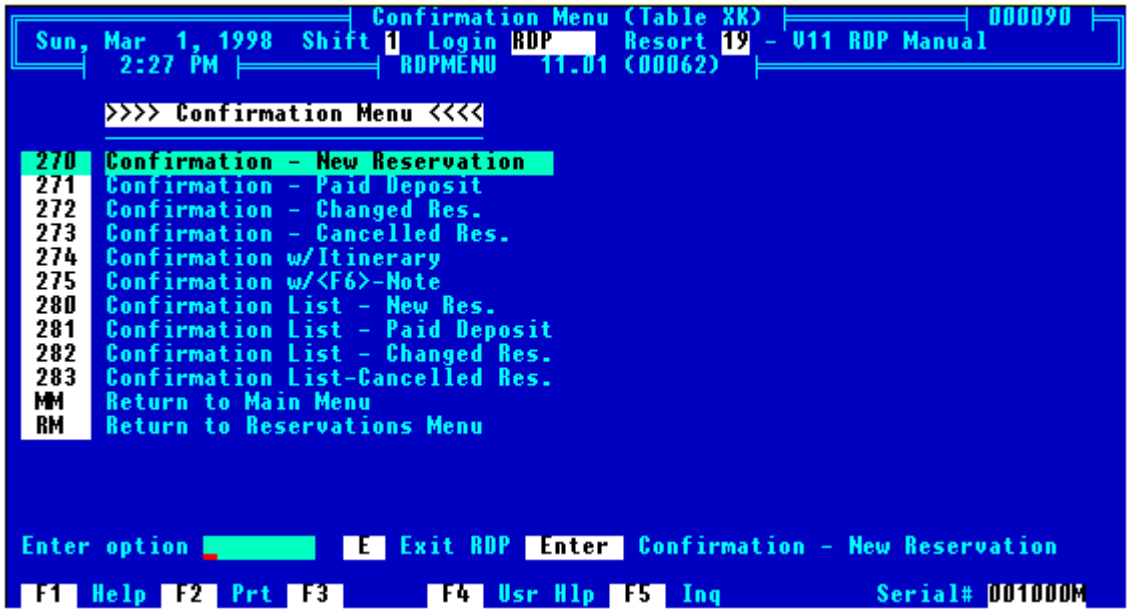
Type-S goes through the same reservation flow as inventory and pre-assign reservations including full rate calculation.

Type-S reservations are not standard, the C1 sub-record needs to be added in order to have an option "S" when making a new reservation in RDP100.

PRINTING CONFIRMATIONS

Confirmations are printed from the "CON" - "Confirmation Menu" found in option "1" - "Reservations". Within the Confirmation Menu are several reports, including confirmations for new reservations (270), reservations with paid deposits (271), changed reservations (272), canceled reservations (273), and reservations with itineraries (274). These reports *qualify* off of two data fields and the reservation type. RDP determines whether or not to print a confirmation based on the reservation's entry date, and the "Prt. Confirm." field on the first reservation screen (#33). In addition, the "type" (1,2,4,5,6,7,8,9) determines which report prints the confirmation.

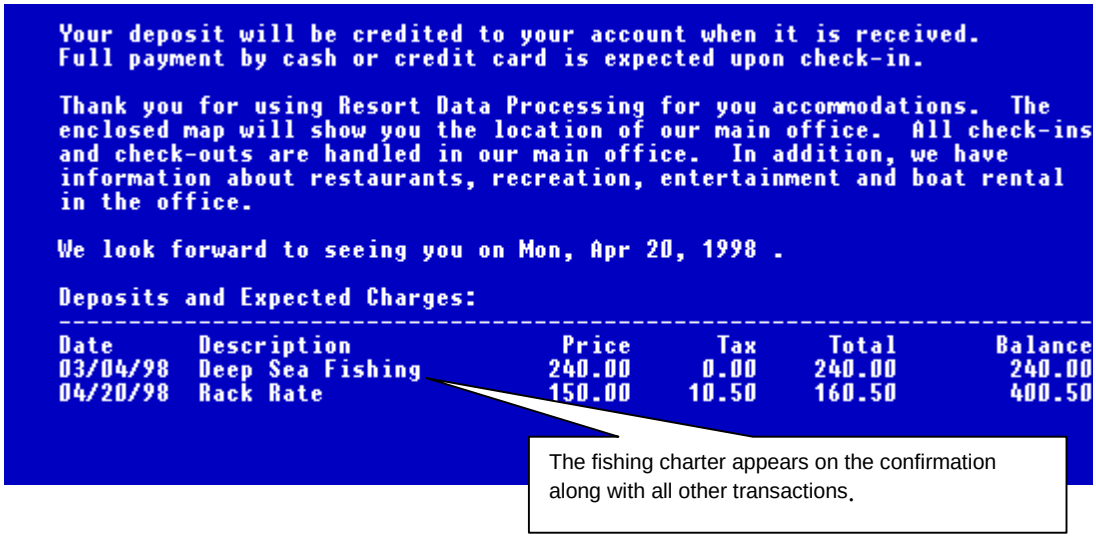
Looking at the Confirmation Menu, the options correspond to the RDP reservation types:


Confirmation Menu (Table XK)
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
2:27 PM RDPMENU 11.01 (00062)
>>>> Confirmation Menu <<<<
270 Confirmation - New Reservation
271 Confirmation - Paid Deposit
272 Confirmation - Changed Res.
273 Confirmation - Cancelled Res.
274 Confirmation w/Itinerary
275 Confirmation w/<F6>-Note
280 Confirmation List - New Res.
281 Confirmation List - Paid Deposit
282 Confirmation List - Changed Res.
283 Confirmation List-Cancelled Res.
MM Return to Main Menu
RM Return to Reservations Menu
Enter option
E Exit RDP Enter Confirmation - New Reservation
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Serial# 001000M

For example, option "270" - "Confirmation - New Reservation" prints a confirmation for any reservation with today's entry date and the Prt. Confirm. field set to "Y". A reservation with a deposit is changed to a type "2". Therefore the "271" - "Confirmation - Paid Deposit", qualifies off of a type "2" reservation with the Prt. Confirm. field set to "Y".

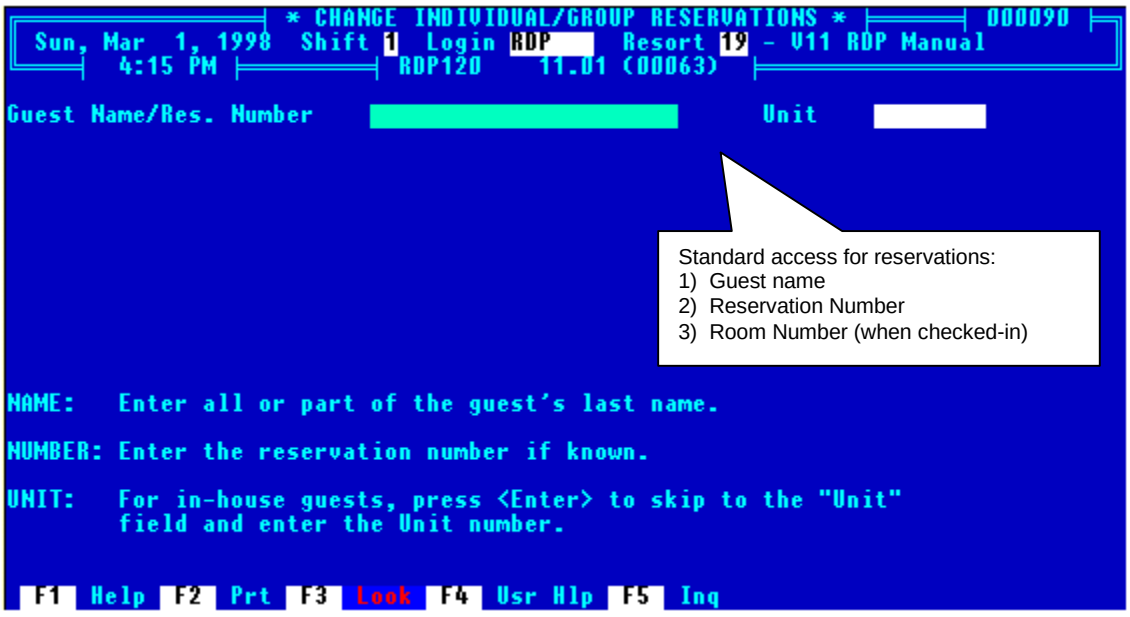
Printing Confirmations with Transactions

Option 276 on the Confirmations menu, Confirmation w/Transactions, is useful for properties that pre-post charges to the guest folio. For example, a guest may book a "Deep Sea Fishing Charter". With the 276, this transaction appears on the confirmation, seen below.


Your deposit will be credited to your account when it is received.
Full payment by cash or credit card is expected upon check-in.
Thank you for using Resort Data Processing for you accommodations. The enclosed map will show you the location of our main office. All check-ins and check-outs are handled in our main office. In addition, we have information about restaurants, recreation, entertainment and boat rental in the office.
We look forward to seeing you on Mon, Apr 20, 1998 .
Deposits and Expected Charges:
Date Description Price Tax Total Balance
03/04/98 Deep Sea Fishing 240.00 0.00 240.00 240.00
04/20/98 Rack Rate 150.00 10.50 160.50 400.50
The fishing charter appears on the confirmation along with all other transactions.

CHANGING EXISTING RESERVATIONS

After a reservation has been filed, all changes are made with the Option 120-Change Individual/Group Reservations screen on the Reservation Power Menu (Option 120 is also available off of the Front Desk and Night Audit Menus). The screen looks similar to the following and has the attributes listed below:


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:15 PM RDP120 11.01 (00063)
Guest Name/Res. Number
Unit
Standard access for reservations:
1) Guest name
2) Reservation Number
3) Room Number (when checked-in)
NAME: Enter all or part of the guest's last name.
NUMBER: Enter the reservation number if known.
UNIT: For in-house guests, press <Enter> to skip to the "Unit" field and enter the Unit number.
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

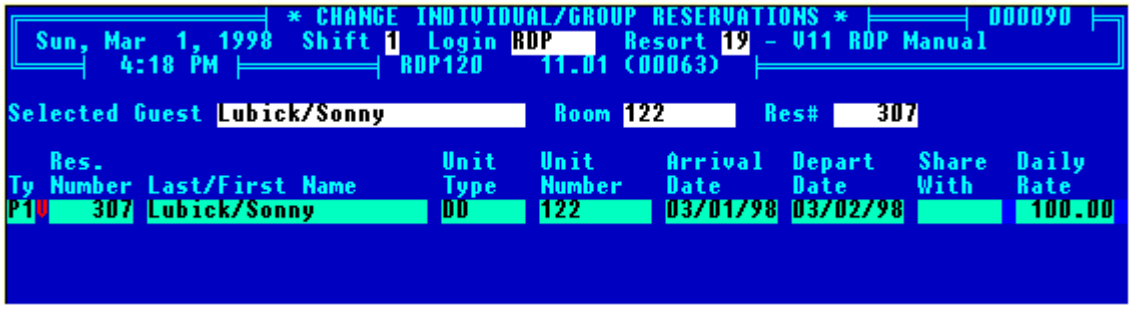
1. Enter the guest name or reservation number in the first field to access a reservation or press <F3 - LOOK> and find the reservation by name, reservation number, room number, arrival date, departure date, travel agent, group master, guest history number, or deposit date.

2. Enter all or just part of the guest name. The system displays names matching the letters entered followed by the closest alphabetical matches. Example: Type “MUR” and the system displays all names beginning with “MUR” and the remainder of the alphabet. Use the arrow keys, <PGUP>, <PGDN>, <HOME>, and <END> in order to scroll the list of names.

3. If the reservation number is entered, the system displays that reservation or a list beginning with the closest number.

4. When a reservation is checked-in, press <ENTER> to move the cursor to the Room field and access the reservation by room number.

5. Once the correct reservation is highlighted, press <ENTER> to access the reservation through the Change Individual/Group Reservations screen:


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:18 PM RDP120 11.01 (00063)
Selected Guest Lubick/Sonny
Room 122
Res# 307
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date Share With Daily Rate
P1U 307 Lubick/Sonny DD 122 03/01/98 03/02/98 100.00

This screen displays information about the reservation, including:

Field	**Description**
Ty	Reservation type. Indicates what kind of reservation: inventory, pre-assign, maintenance, etc. and the reservation status: advance, advance w/paid deposit, checked-in, checked-out, cancelled, etc. See ***Reservation Types*** earlier in this chapter.
Res. Number	Reservation number assigned to this reservation. Each reservation has a unique number.
Room Type	Room type assigned to this reservation. Example: DD for double double or 1B for one bedroom.
Room Number	Room number assigned to this reservation. This field is blank for inventory reservations.
Arrival Date	Displays the date the reservation is arriving.
Depart Date	Displays the date the reservation is scheduled to checkout
Share With	If there is more than one reservation for the same room during the same dates, the primary sharewith reservation number displays in the sharewith field. See *Sharewiths* later in this chapter for more information.
Daily Rate	Displays the daily rate on the first day of the reservation for future reservations.
"*"	If there is an ‘*’ next to the daily rate, the rate is manual. A clerk overrode the rate calculated by the system. Use Report 736-Non Rack Rate Reservations for a list of reservations with manual rates.

THE CHANGE INDIVIDUAL/GROUP DISPLAY SCREEN

The screen displayed above is called the “Change Individual/Group Reservations” screen because reservations linked in a “batch” display together. The reservations are linked to one reservation number in the batch called the “group leader”. Anytime one reservation in the batch is accessed, all other reservations display as well. This accelerates group changes and indicates to the reservation and front desk staff which reservations are traveling together.

Group Leader vs. Group Master?

The RDP system uses group masters and group leaders in situations involving more than one reservation.

Group Master — The term “group master” is used to refer to any city ledger account (a company), any group that needs a room block, any house account, or any group whose reservations are made with Option “102” - “Group - New Reservations”.

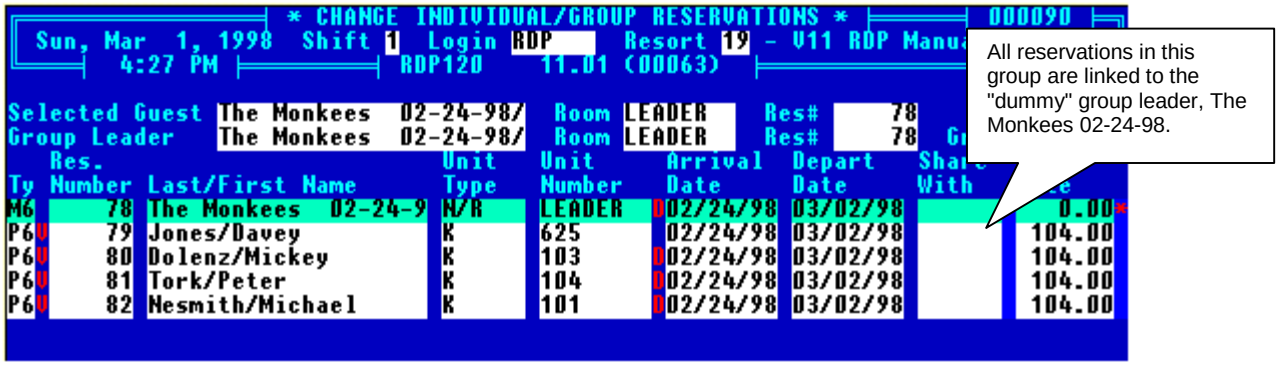
Group Leader — Whenever more than one reservation number is required to satisfy the needs of a guest, the system links the reservations together. The first reservation in the group is designated as the “leader” and all other reservations are linked to that reservation number

The group master number and group leader reservation number display in the bottom right corner on reservation screen one and on the right side of reservation screen two.

Group Member — A group member is a reservation that is attached to a group but is not the group leader reservation

A batch of reservations may have just a group leader or may have a group leader and a group master. Family reservations and sharewith reservations typically have only a group leader. A batch of reservations should have overlapping arrival and departure dates. If the dates are for different times, two or more batches should be used. Billing can be done from the reservation to either the group leader or the group master.

Options 120 and 131 display all reservations linked to the same group leader. An example of a group accessed with Option 120 displays below:


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manua
4:27 PM RDP120 11.01 (00063)
Selected Guest The Monkees 02-24-98/ Room LEADER Res# 78
Group Leader The Monkees 02-24-98/ Room LEADER Res# 78
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date
M6 78 The Monkees 02-24-9 N/R LEADER 02/24/98 03/02/98 0.00
P6 79 Jones/Davey K 625 02/24/98 03/02/98 104.00
P6 80 Dolenz/Mickey K 103 02/24/98 03/02/98 104.00
P6 81 Tork/Peter K 104 02/24/98 03/02/98 104.00
P6 82 Nesmith/Michael K 101 02/24/98 03/02/98 104.00
All reservations in this group are linked to the "dummy" group leader, The Monkees 02-24-98.

The top portion of the screen is different when accessing a group vs. an individual reservation.

Field	Description
Selected Guest	The reservation that is currently highlighted displays as the “Selected Guest”, including room number and reservation number. Use the power user options to make changes to the “Selected Guest” reservation or use the arrow keys to highlight a different reservation. When the highlight bar is moved, the selected guest information changes.

Field	Description
Group Leader	The group leader name, room number and reservation number always display under the selected guest. Above, "The Monkees 02-24-98" is the group leader. The group leader always stays the same.
Grp	If a group master is attached to the batch of reservations, the group master number displays after the group leader information as a reference. Above, the "Grp" field is blank since there is no group master.
Sharewith	If two or more reservations are sharing the same room, one reservation is designated as the primary sharewith. The primary sharewith number displays on the right side of each reservation. The room number does not have to be assigned in order to designate reservations as sharewiths. A reservation may be a primary sharewith in a group and NOT be the group leader. See the ***Sharewith*** section in this chapter for more information.

Reservations generally display in reservation number order unless the reservation has a sharewith. Sharewith reservations display together at the end of the group display list.

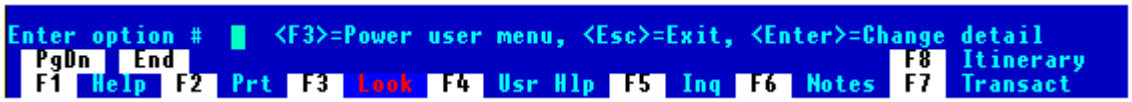
The next two sections describe sharewith and family reservations. Both use group leaders but not group masters. Group leader billing and group pay codes are also covered.

OPTION 120 - POWER USER MENU

The RDP system uses pop-up windows with Options 120 and 131 to facilitate making changes to the same reservation. Once the reservation is accessed in the "Change Individual/Group Display" screen, press <F3 - LOOK> for a list of changes that can be made to the reservation (known as the "Power User" menu). Option 120 contains the *check-in power user options* and Option 131 contains the *checkout power user options.*

The power user menu saves a great deal of time for employees and guests, reducing lines at the front desk and improving guest service.

After the reservation has been accessed, the option line is:



1. Enter the one character option or press <F3 - LOOK> for the list of options. Press <ENTER> to use full screen change mode for the reservation.

2. All of the options on the 120 power user menu are stored in Table CG. Use Option 090 from the System Manager Menu and update Table CG to add or change security levels for various options. Example: Reservation clerks cannot uncancel a reservation without management ok. Add a fence level to sub-record U in Table CG that is higher than the power level assigned to each reservationist's RDP login name. The power user options available in 120 are:

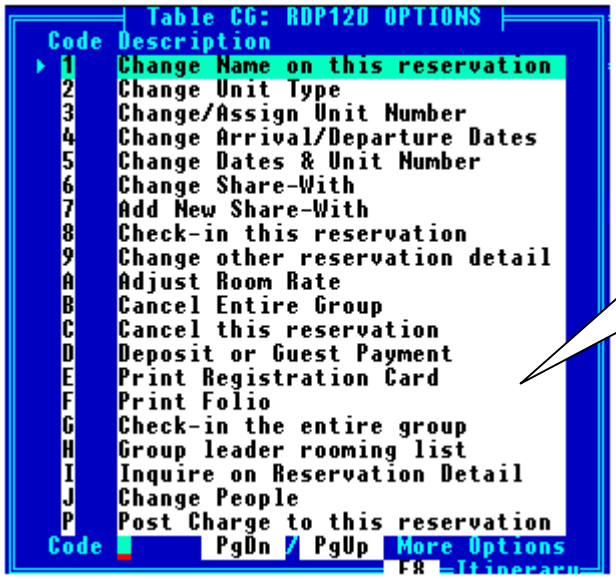
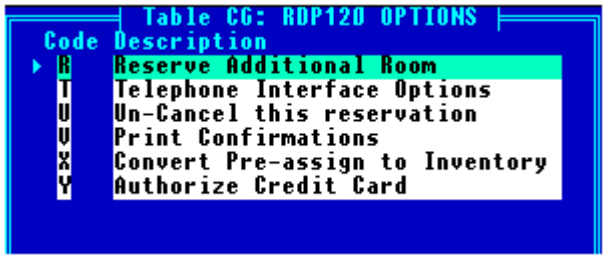


Table CG: RDP120 OPTIONS
Code Description
1 Change Name on this reservation
2 Change Unit Type
3 Change/Assign Unit Number
4 Change Arrival/Departure Dates
5 Change Dates & Unit Number
6 Change Share-With
7 Add New Share-With
8 Check-in this reservation
9 Change other reservation detail
A Adjust Room Rate
B Cancel Entire Group
C Cancel this reservation
D Deposit or Guest Payment
E Print Registration Card
F Print Folio
G Check-in the entire group
H Group leader rooming list
I Inquire on Reservation Detail
J Change People
P Post Charge to this reservation
Code
PgDn / PgUp More Options

Access these RDP120 power user options by pressing <F3> at the Change Individual /Group Display screen.

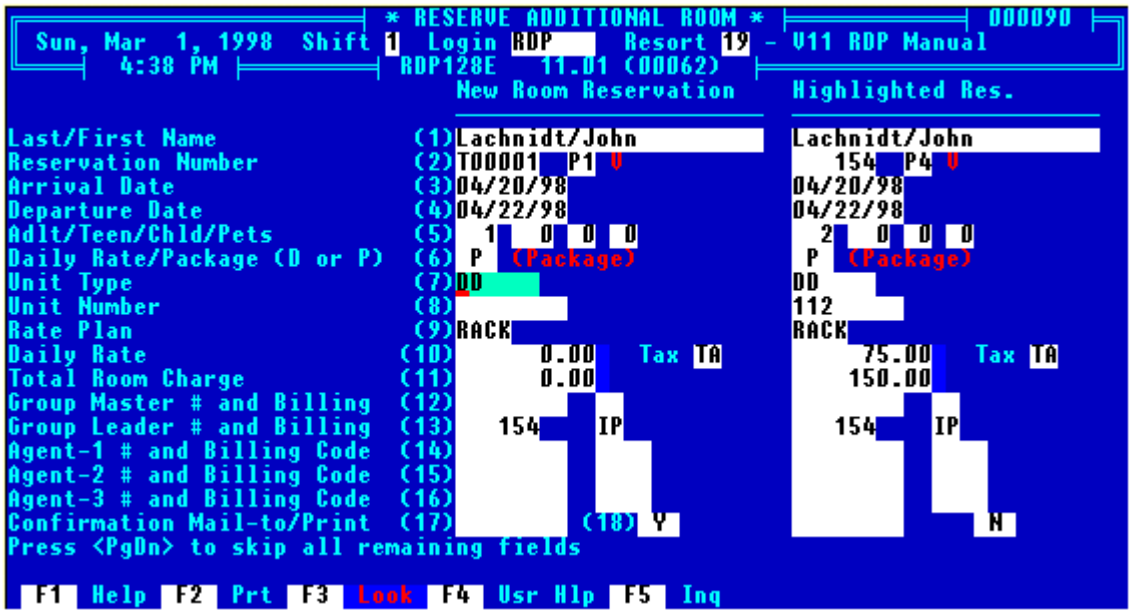
With experience, users can enter the 1-character code and bypass the <F3> step.



RESERVE ADDITIONAL ROOM

If a guest needs more than one room, the system can quickly reserve a second room using <F12 - RESERVE ADDITIONAL ROOM> from the Reservation Complete box, or power user option R-Reserve Another Room from the RDP120 power user menu after the reservation is filed.

When adding the additional room, the system displays the “Reserve Additional Room” screen:


* RESERVE ADDITIONAL ROOM *
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:38 PM RDP128E 11.01 (00062)
New Room Reservation
Highlighted Res.
Last/First Name (1) Lachnidt/John Lachnidt/John
Reservation Number (2) T00001 P1 V 154 P4 V
Arrival Date (3) 04/20/98 04/20/98
Departure Date (4) 04/22/98 04/22/98
Adlt/Teen/Chld/Pets (5) 1 0 0 0 2 0 0 0
Daily Rate/Package (D or P) (6) P (Package) P (Package)
Unit Type (7) DD DD
Unit Number (8) 112
Rate Plan (9) RACK RACK
Daily Rate (10) 0.00 Tax TA 75.00 Tax TA
Total Room Charge (11) 0.00 150.00
Group Master # and Billing (12)
Group Leader # and Billing (13) 154 IP 154 IP
Agent-1 # and Billing Code (14)
Agent-2 # and Billing Code (15)
Agent-3 # and Billing Code (16)
Confirmation Mail-to/Print (17) (18) Y N
Press <PgDn> to skip all remaining fields
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

The highlighted reservation displays on the right side of the screen and includes the critical information such as dates, room type, room number, daily rate, and total room charge. The new reservation displays on the left side.

People Classifications

The cursor starts at the people classification fields. Enter the number of individuals in the new room in order for rates to be calculated accurately.

Dates

The dates can be different as long as the reservations are for the same general time frame. Press <ESCAPE> to go back to the arrival and departure dates and make any necessary changes.

Guest Name

If the guest name should be different, press <ESCAPE> again to move the cursor to the guest name field. If the guest has stayed at the property before, press <F3 - LOOK> and load the guest history information. After entering the new name, press <ENTER> to move the cursor forward and continue reserving another room.

Daily Rate/Package

The Daily Rate/Package field indicates whether the reservation has a daily room rate or a package plan. The default is the code from the highlighted reservation.

Room Type

Next is the room type field. If an additional room is being reserved in the same room type, press <ENTER> to use the default from the highlighted reservation. If a different type is needed, enter the room type or press <F3 - LOOK> to display a list of available room types.

Yield Management

If Module RH-Yield Management is installed, the system displays the yield management screen. The rate plan currently selected is the rate plan from the highlighted reservation. Choose the correct rate plan and press <F12 - SELECT RATES> to continue.

Rooms for Pre-assign

If a room is assigned to the highlighted reservation, the system displays the available rooms screen. Highlight the desired room and press <ENTER>. The cursor returns to the option line on the "Reserve Additional Room" reservation screen.

Completing the Reservation

Use one of the options below to complete the reservation:

Entry	Action
Check-In	If the reservation is a walk-in, check-in the reservation from this screen. See the ***Front Desk*** chapter for more information on check-ins.
File (<ENTER>)	File (<ENTER>) File is the system default for this field, press <ENTER> to save the secondary sharewith reservation and assign a permanent reservation number. Or, type <F> and press <ENTER> to file the reservation.
Exit	Type <E> and <ENTER> to exit the reservation WITHOUT reserving an additional room.
Field Number	Enter the field number that displays in parenthesis to the right of the description to move the cursor to that field and change the information. If there is no number in parenthesis, the field CANNOT be accessed from this screen. Example: Enter "09" to change the rate plan field.

Once the reservation is filed, the system displays both reservations on the "Change Individual/Group Reservations" screen. If there are more rooms to reserve highlight the group leader and use power user option R-Reserve Another room to repeat the process.

Who Pays for the Second Room?

In the above example, an additional reservation is added to John Lachnidt's individual reservation. John Lachnidt becomes the group leader for the batch. Charges from the second reservation can be billed to John at checkout. The default setting is for both reservations to pay their own charges.

However, if John instructs the reservationist that he is picking up the tab for both rooms, the *group leader pay code* needs to be changed. The group leader pay code indicates whether the group leader is paying any of the additional room's charges. To change the group leader pay code while reserving the additional room, access field #13 where the following prompt displays:

"IP" stands for "Individual Pays". Press <F3 - LOOK> for the list of pay codes in the system:

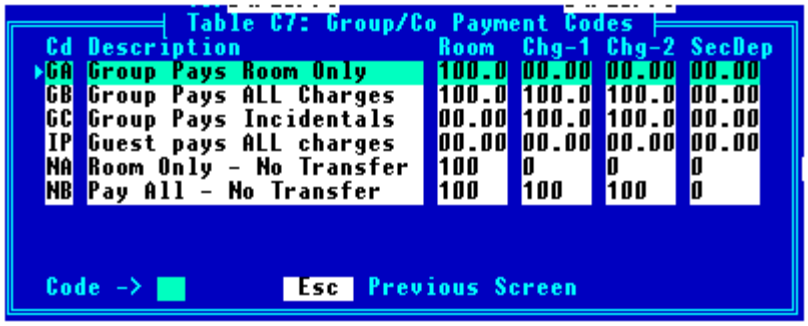


Table C7: Group/Co Payment Codes
Cd Description Room Chg-1 Chg-2 SecDep
GA Group Pays Room Only 100.0 00.00 00.00 00.00
GB Group Pays ALL Charges 100.0 100.0 100.0 00.00
GC Group Pays Incidentals 00.00 100.0 100.0 00.00
IP Guest pays ALL charges 00.00 00.00 00.00 00.00
NA Room Only - No Transfer 100 0 0 0
NB Pay All - No Transfer 100 100 100 0
Code ->
Esc Previous Screen

A group leader can pay for room charges, other charge-1 transactions, and/or other charge-2 transactions. Above, code GA indicates that the group leader pays for room charges only. The individual pays any miscellaneous charges. Code GB flags the system to transfer all charges to the group leader folio at checkout.

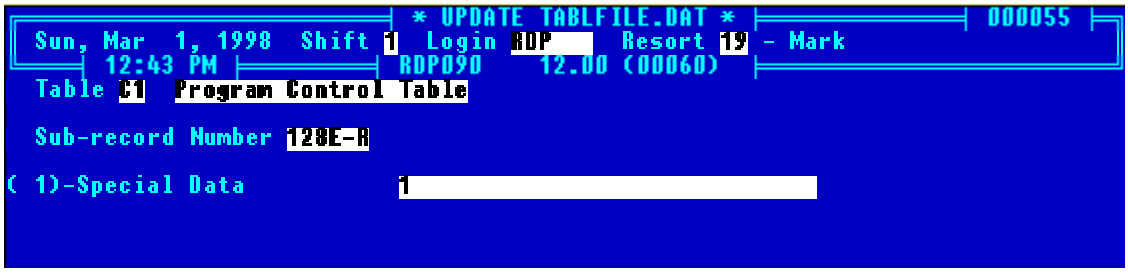
Since John is paying for all charges, highlight code GB and press <ENTER>. The system lists the selected group leader pay code as the default: Press <ENTER> to accept the new code and file the reservation.

Accessing field #64 on the second reservation screen using Option 120 from the Reservations, Front Desk, or Night Audit Menus can also change the group leader pay code.

User-Defined Field Sequencing for Reserving Additional Rooms

It is possible to set the field order in a user-defined sequence when reserving additional rooms. For example, when reserving an additional room, the cursor first stops at the room type field (#7). Next, the cursor moves to the yield management screen.

However, if your property always collects the guest name on the second reservation and also wants the opportunity to enter new arrival and departure dates without using the <ESCAPE> key, add sub-record 128E-R to the C1 table. The special data field equals the starting field number on the "Reserve Additional Room" screen. For example, if your property wants the cursor to default to field #1, Last/First Name, enter sub-record 128E-R as follows.


* UPDATE TABLFILE.DAT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
12:43 PM RDP090 12.00 (00060)
Table C1 Program Control Table
Sub-record Number 120E-R
(1)-Special Data 1

SHAREWITH RESERVATIONS

In RDP, two or more people sharing a room are defined as sharewiths. A sharewith reservation provides an additional folio for billing and enables both names to print on the phone operator list.

Primary and Secondary Sharewiths

Up to 25 guests may have separate sharewith reservations. One of the reservations is the primary sharewith, and all other reservations are secondary sharewiths. If Katie, Maggie, and Anne are all sharing a room, Katie could be designated as the primary sharewith while Maggie and Anne are secondary sharewiths.

The reservation number that displays in the “Sharewith” column on the Change Individual/Group Reservations screen is the primary sharewith. The primary sharewith has the same reservation number in both the “Res. No.” and “Sharewith” columns. The secondary sharewiths have different reservation numbers in the “Sharewith” and “Res. No.” columns.

Contiguous Dates

The arrival and departure dates on sharewith reservations do not have to be the same, but they must be contiguous. For example, assume John Smith is staying from 10/5 to 10/10 and is sharing with Tom Jones from 10/6 to 10/9. Tom Jones’ reservation dates are contiguous with John Smith, making a valid sharewith. If Tom Jones was staying from 10/11 to 10/15, there is a one-night gap and the reservations CANNOT be linked together as sharewiths.

For sharewith reservations, the room is counted as occupied for all nights of the reservation and availability is correct from the earliest arrival date to the latest departure date.

Add a New Sharewith

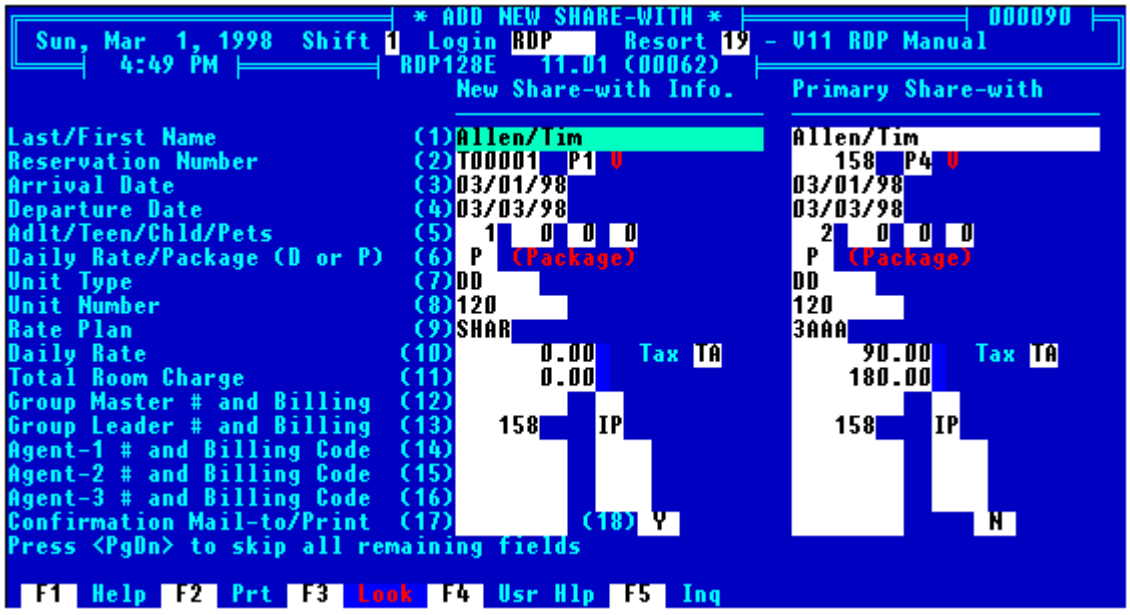
There are two ways to add a sharewith to an existing reservation:

1. Use <F11 - ADD A SHAREWITH> from the reservation complete box when filing the first reservation.

2. Access a reservation with Option 120 and use power user option 7-Add New Sharewith

Both options display the “Add New Share-With” screen displayed on the following page. Follow the steps below to complete the sharewith reservation.

Add New Share-With Screen


* ADD NEW SHARE-WITH *
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:49 PM RDP128E 11.01 (00062)
New Share-with Info.
Primary Share-with
Last/First Name (1) Allen/Tim
Reservation Number (2) T00001 P1 U
Arrival Date (3) 03/01/98
Departure Date (4) 03/03/98
Adlt/Teen/Chld/Pets (5) 1 0 0 0
Daily Rate/Package (D or P) (6) P (Package)
Unit Type (7) DD
Unit Number (8) 120
Rate Plan (9) SHAR
Daily Rate (10) 0.00 Tax TA
Total Room Charge (11) 0.00
Group Master # and Billing (12)
Group Leader # and Billing (13) 158 IP
Agent-1 # and Billing Code (14)
Agent-2 # and Billing Code (15)
Agent-3 # and Billing Code (16)
Confirmation Mail-to/Print (17) (18) Y
Press <PgDn> to skip all remaining fields
Allen/Tim
158 P4 U
03/01/98
03/03/98
2 0 0 0
P (Package)
DD
120
3AAA
90.00 Tax TA
180.00
158 IP
N
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

The primary-sharewith reservation displays on the right side of the screen and includes the critical information such as dates, room type and/or room number, daily rate, and total room charge.

Last/First Name Field

The new reservation information displays in the left column, and the cursor is at the Guest Name field. Enter the guest name of the sharewith using the “Last Name/First Name” format described earlier in this chapter.

To search guest history for the sharewith name, press <F3 - LOOK> and find the guest by name or guest number. If the guest name is found, press <ENTER> to use the guest history information. If the guest is new, press <ESCAPE> and type the new guest name over the primary sharewith name and press <ENTER>

Enter a “Y” to confirm the spelling. If the spelling is correct, enter “N” and the cursor returns to the Guest Name field.

Room Type

The cursor skips to the room type field and assumes the dates for the new reservation are the same as the dates for the primary reservation. If the arrival and departure dates are different, press <ESCAPE> to move the cursor back to those fields and change the dates. The dates must overlap with the primary sharewith.

It also defaults the people classification fields to 1 Adult. Press <ESCAPE> and enter the number of adults, children, youths, etc. if different than the defaults.

Since a sharewith reservation is being reserved in the same room type, press <ENTER> to use the default from the highlighted reservation.

Yield Management

If Module RH-Yield Management is installed, the system displays the yield management screen. The rate plan defaults to SHAR rate plan. Choose the correct rate plan and press <F12 - SELECT RATES> to continue.

Rates

Since each situation differs regarding rate splits, the system leaves the rate on the primary sharewith alone and defaults the secondary sharewith to a 0.00 nightly rate. If the rate should be split, access field #10. The system displays the yield management screen. Choose the rate for the secondary sharewith. After the reservation has been filed, highlight the primary sharewith and use power user option A-Adjust Room Rate to enter the split rate on the first reservation.

Address Information and Comments

The address information and comment fields from the primary reservation are copied to the sharewith. Example: The primary sharewith reservation has "Req. non-smoking room" in Comment-4. This comment is copied to the secondary sharewith.

Travel agent and group master information is also copied from the primary sharewith to the secondary sharewith.

Credit Card Information and Guaranteed Field

Switch 420-2, Copy credit card when making a new Sharewith, controls whether the credit card information is copied from the original reservation. If the switch is YES, the credit card name, number, and expiration date are copied. If the switch is NO, the credit card fields are left blank on the secondary reservation.

The guaranteed field is dependent upon the above switch for credit card information and switch 420-5, Make Guaranteed Yes/No based on existence of Credit Card. If 420-5 is NO, the system copies the setting for the guaranteed field from the primary sharewith. If 420-5 is YES, the system looks for a credit card on the new sharewith and marks the guaranteed field "Y" if there is a credit card and "N" if not. The credit card information is dependent upon the setting for 420-2, Copy credit card when making a new sharewith.

Completing the Reservation

Use one of the options below to complete the process:

Entry	Action
File	Type <F> and press <ENTER> to save the secondary sharewith information.
Exit	Type <E> and press <ENTER> to exit the reservation WITHOUT creating the sharewith
Field Number	Enter the field number displayed in parenthesis to the right of the description to move the cursor to that field and change the information. If no number appears in parenthesis, the field CANNOT be accessed from this screen. Example: Enter "09" to change the rate plan field.

After the reservation is filed, the system displays both reservations on the Change Individual/Group Reservations screen. If there are more sharewiths to add, highlight the primary sharewith and use power user option 7-Add New Sharewith to repeat the above process.

Is the Primary Sharewith a Group Leader?

In the above example, the primary sharewith is also the group leader since it was a stand-alone reservation prior to adding the sharewith. The system requires a group leader in order to link two reservations together and automatically makes the primary reservation the group leader.

In a large group, there may be several sharewith rooms. In this situation, there is one group leader and several primary sharewiths - one for each room with more than one reservation. Sharewiths control availability for each room and insure the room shows occupied all nights during the sharewiths' stay.

The group leader pay code controls the billing between the two reservations and keeps them linked in the system. Group leader pay codes are covered in the ***Reserve Additional Room*** section of this chapter.

Power User Option 6 - Changing Sharewiths

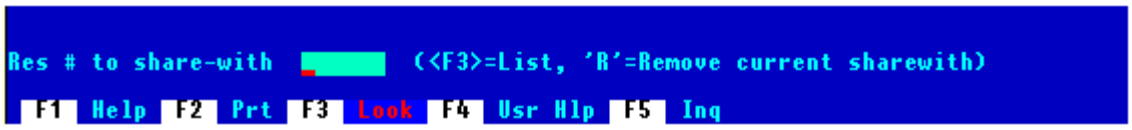
Sharewiths can be split and re-linked in different ways. Power User Option 6-Change Sharewith is used for all three of the following scenarios:

- Moving a secondary sharewith from one primary reservation to another.
- Splitting sharewiths into separate rooms.
- Linking two stand-alone reservations as sharewiths.

Move Secondary Sharewith

From Option 120 on the Reservation Menu, access the secondary sharewith reservation that needs to be moved.

Use power user option 6 - Change Share-With, the following prompt displays:



Enter the reservation for the new primary sharewith. Press <F3 - LOOK> to find reservations by group leader number. The system prompts for confirmation:

Enter a "Y" if the new reservation is correct. Enter "N" and the cursor returns to the above prompt. If yes, the yield management screen displays. Assign a rate and file the secondary sharewith.

Quick Tip: If this is a group reservation (such as a motor coach), and the tour operator is making changes to the room assignments, use power user option 1-Change Name on Reservation and change the names on the various sharewith combinations. This option works if there is no address information on the reservations.

In order to assign a new sharewith reservation number, the new sharewith must have the same group leader reservation number. See below, "Link Two Existing Reservations as Sharewiths".

Moving Sharewith to Separate Room

Use power user option 6-Change Share-With to separate reservations into different rooms. The same prompt above displays. Enter “R” to remove the sharewith. If the reservation is pre-assigned to a room, the system prompts for the new room number. If the reservation is an inventory reservation, the system removes the sharewith number from the secondary reservation and leaves it in the same room type.

Link Two Existing Reservations as Sharewiths

If two reservations have been entered separately into the system and are not currently part of a batch (i.e. NO group leader attached to both reservations), there is an additional step in making the reservations sharewiths. The primary sharewith must become a group leader prior to attaching any reservations.

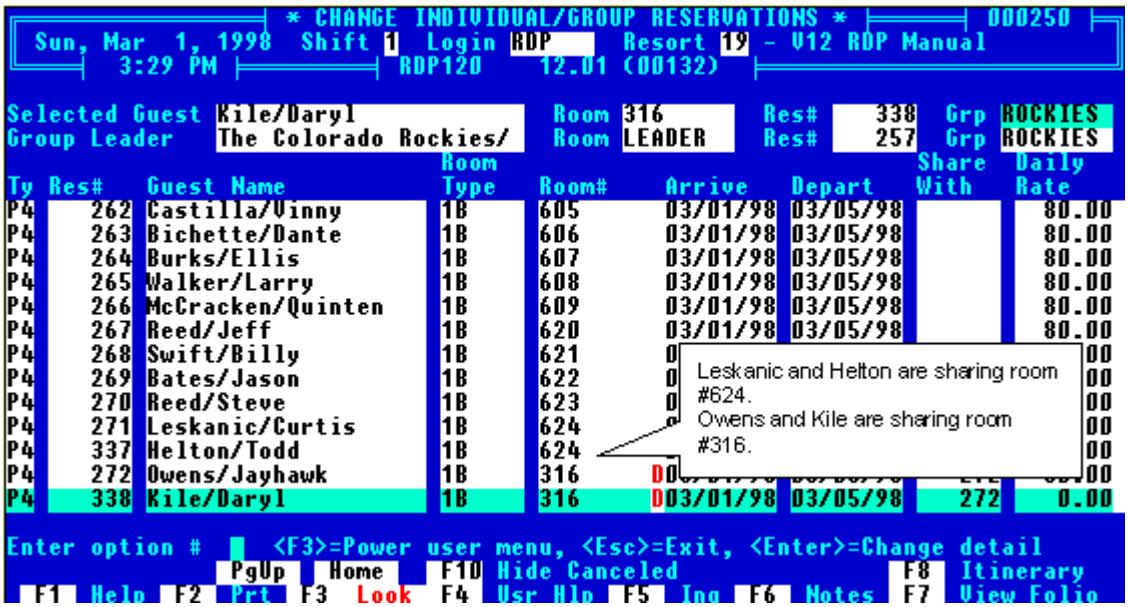
Use Option 120 and access the reservation that will be the SECONDARY sharewith.

Press <ENTER> at the power user option line to go into full screen change mode. Press <PGDN> and display the second reservation screen. Enter “64” and change the group leader reservation number field to reflect the correct reservation number (the designated primary sharewith). The system prompts that the selected reservation is not a group leader and asks if it is OK to continue.

Enter “Y” and the group pay code displays. Press <ENTER> to use the default pay code of IP - Individual pays. The reservation number now displays in the group leader field. Press <F> to file the change. After filing the change, the two reservations are linked and the primary reservation number displays in the Sharewith column for both reservations.

Changing Sharewiths Within the Same Group

In previous RDP versions, secondary sharewiths within the same group could not be re-linked without specifying the primary sharewith reservation number. Use the following group as an example.


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:29 PM RDP120 12.01 (00132)
Selected Guest Kile/Daryl Room 316 Res# 338 Grp ROCKIES
Group Leader The Colorado Rockies/ Room LEADER Res# 257 Grp ROCKIES
Ty Res# Guest Name Room Type Room# Arrive Depart Share With Daily Rate
P4 262 Castilla/Vinny 1B 605 03/01/98 03/05/98 80.00
P4 263 Bichette/Dante 1B 606 03/01/98 03/05/98 80.00
P4 264 Burks/Ellis 1B 607 03/01/98 03/05/98 80.00
P4 265 Walker/Larry 1B 608 03/01/98 03/05/98 80.00
P4 266 McCracken/Quinten 1B 609 03/01/98 03/05/98 80.00
P4 267 Reed/Jeff 1B 620 03/01/98 03/05/98 80.00
P4 268 Swift/Billy 1B 621
P4 269 Bates/Jason 1B 622
P4 270 Reed/Steve 1B 623
P4 271 Leskanic/Curtis 1B 624
P4 337 Helton/Todd 1B 624
P4 272 Owens/Jayhawk 1B 316
P4 338 Kile/Daryl 1B 316 D03/01/98 03/05/98 272 0.00
Leskanic and Helton are sharing room #624.
Owens and Kile are sharing room #316.
Enter option # <F3>=Power user menu, <Esc>=Exit, <Enter>=Change detail
PgUp Home F10 Hide Canceled F8 Itinerary
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F7 View Folio

In this group, Daryl Kile and Jayhawk Owens are sharing room 316. Todd Helton and Curtis Leskanic are sharing room 624.

In Version 12.01 (and lower), if the group leader called to change the rooming list so that Kile was added to room 624, the reservationist would have to use Curtis Leskanic's reservation number with RDP120 power user option 6. If the reservationist entered Helton's reservation number, the system displayed the following error message.

With Version 12.02, the primary or secondary reservation number can be entered when changing a sharewith using RDP120 power user option 6.

Changing Group Masters on Sharewith Reservations

The following prompt displays when changing the group master on a sharewith reservation.

By answering "YES" to the above prompt, the group master AND group master pay code are changed on all sharewith reservations associated with the selected reservation. The system displays the following message as a reminder.

Group IBM Corporation pay code <Enter> = IP Individual Pays
PgDn Page 2 ** This pay code will apply to all sharwiths **
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

VARIOUS RDP120 POWER USER OPTIONS

Power User Option 1 - Change Name on Reservation

1. Power user option 1 displays the following:

   Last/First Name Fonzarelli/Arthur

2. The cursor is at the beginning of the last name. Correct the name and press <ENTER>. The system displays the name in the correct order for spelling verification:

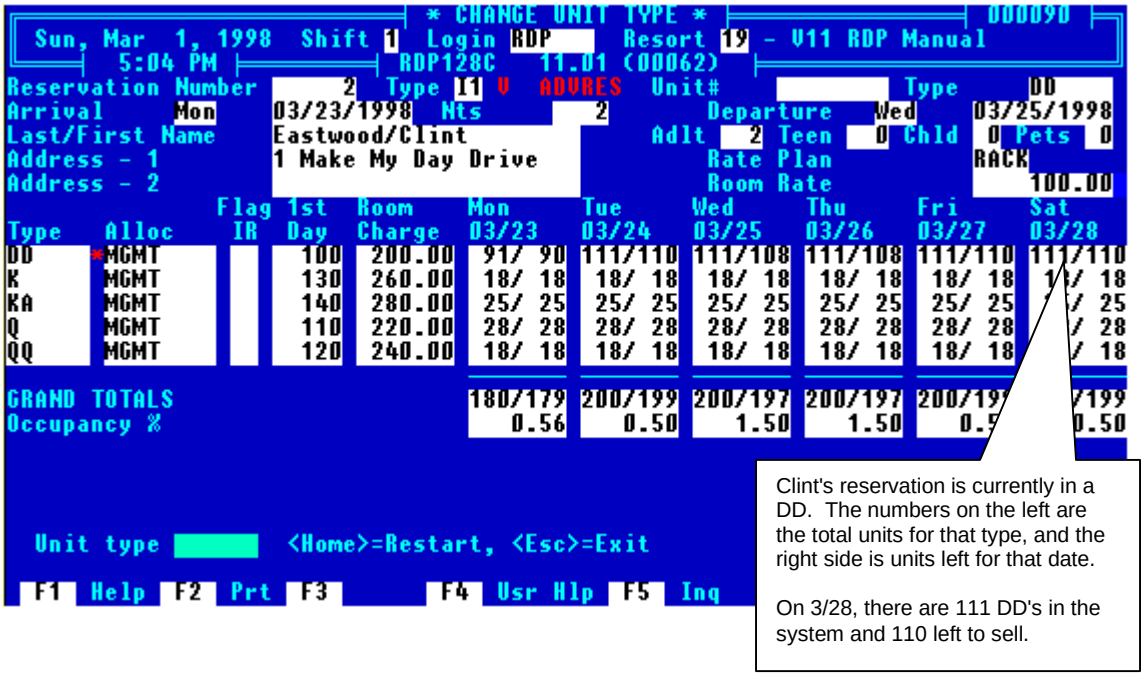
   Please confirm spelling: Arthur Fonzarelli (Y/N)

3. Enter a 'Y' if the new spelling is correct. The system files the change to the reservation.

4. Enter an 'N' if the spelling is incorrect, and the cursor returns to the beginning of the last name. Make corrections and press <ENTER> again.

Power User Option 2 - Change Room Type

For inventory reservations, power user option 2-Change Room Type displays availability by room type for the reservation's dates:


* CHANGE UNIT TYPE *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
5:04 PM RDP128C 11.01 (00062)
Reservation Number 2 Type I1 V ADVRES Unit# Type DD
Arrival Mon 03/23/1998 Nts 2 Departure Wed 03/25/1998
Last/First Name Eastwood/Clint Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 1 Make My Day Drive Rate Plan RACK
Address - 2 Room Rate 100.00
Type Alloc Flag IR 1st Day Room Charge Mon 03/23 Tue 03/24 Wed 03/25 Thu 03/26 Fri 03/27 Sat 03/28
DD *MGMT 100 200.00 91/ 90 111/110 111/108 111/108 111/110 111/110
K MGMT 130 260.00 18/ 18 18/ 18 18/ 18 18/ 18 18/ 18 18/ 18
KA MGMT 140 280.00 25/ 25 25/ 25 25/ 25 25/ 25 25/ 25 25/ 25
Q MGMT 110 220.00 28/ 28 28/ 28 28/ 28 28/ 28 28/ 28 28/ 28
QQ MGMT 120 240.00 18/ 18 18/ 18 18/ 18 18/ 18 18/ 18 18/ 18
GRAND TOTALS 180/179 200/199 200/197 200/197 200/199 200/199
Occupancy % 0.56 0.50 1.50 1.50 0.5 0.50
Unit type <Home>=Restart, <Esc>=Exit
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Clint's reservation is currently in a DD. The numbers on the left are the total units for that type, and the right side is units left for that date.
On 3/28, there are 111 DD's in the system and 110 left to sell.

1. The current room type is marked with an '*' next to the type.

2. If the reservation is attached to a group with a room block, the availability displayed is for that group's allocation. If the reservation is for an individual, management's availability displays.

3. Enter the new room type or press <HOME> to refresh the availability display or <ESCAPE> to return to the 120 screen.

4. If the room type is sold out for any dates of the reservation, the system displays a pop-up window warning the clerk the room type is not available and prompts for confirmation of the overbooking.

Use Option 090 on the System Manager Menu and add sub-record "MORIDE" (management override) to Table C1. Enter a password in the Special Data field to require a password if the reservation overbooks a room type.

The room type can also be changed using the default power user option for 120. Press <ENTER> from the power user option line to go into "full screen change mode". Enter field #2 to change the room type on the reservation.

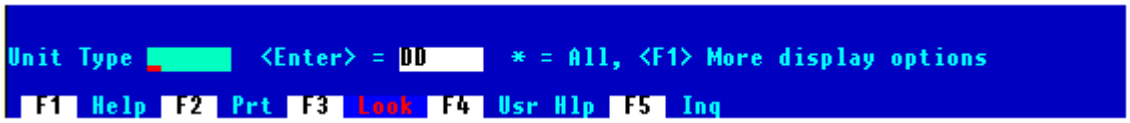
Power User Option 3 - Change/Assign Room Number

To change or assign the room number on a reservation, use power user option 3 and follow the steps below:

The system prompts for the room number to assign:

Enter the new room number if known or press <ENTER> to list rooms available for the reservation's dates.

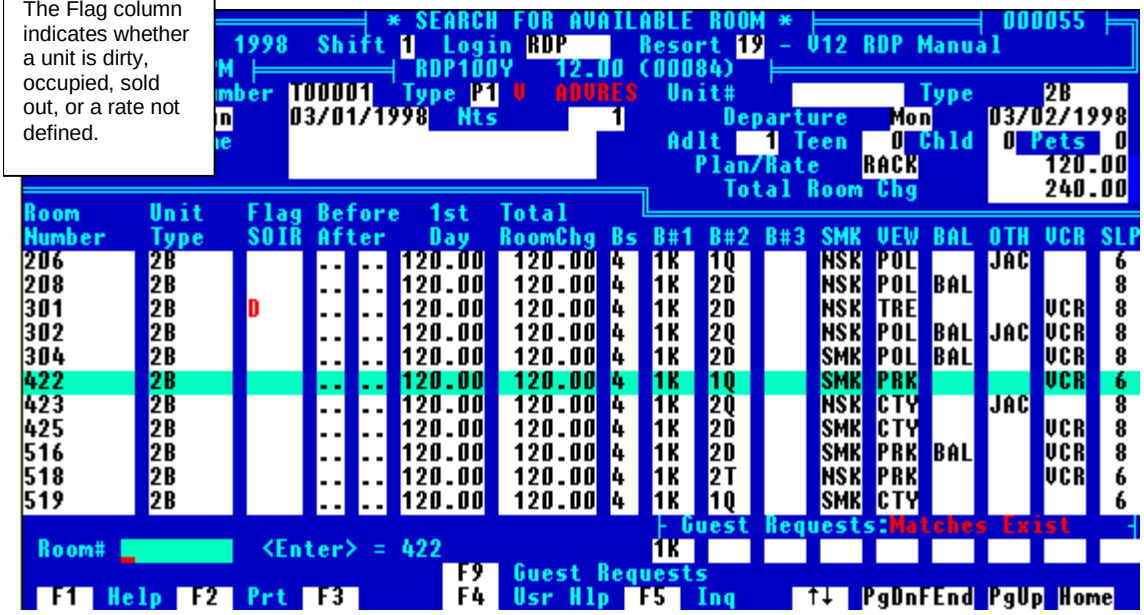
The next prompt is for the room type:



The default room type is the room type assigned to the reservation. To use the default, press <ENTER> or type in a new room type. Press <F3 - LOOK> for a list of room types defined in the system. Enter an asterisk '*' for all available rooms for these dates regardless of room type.

After the room type or '*' is entered, the system displays a list of available rooms, shown below:

The Flag column indicates whether a unit is dirty, occupied, sold out, or a rate not defined.


* SEARCH FOR AVAILABLE ROOM *
1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP1DDY 12.00 (00084)
Type P1 V ADVRES Unit#
03/01/1998 Nts 1
Departure Mon 03/02/1998
Adlt 1 Teen 0 Chld 0 Pets 0
Plan/Rate RACK 120.00
Total Room Chg 240.00
Room Number | Unit Type | Flag SOIR | Before After | 1st Day | Total RoomChg | Bs | B#1 | B#2 | B#3 | SMK | VEW | BAL | OTH | VCR | SLP
206 2B .. .. 120.00 120.00 4 1K 1Q NSK POL JAC 6
208 2B .. .. 120.00 120.00 4 1K 2D NSK POL BAL 8
301 2B D .. .. 120.00 120.00 4 1K 2D NSK TRE VCR 8
302 2B .. .. 120.00 120.00 4 1K 2Q NSK POL BAL JAC VCR 8
304 2B .. .. 120.00 120.00 4 1K 2D SMK POL BAL VCR 8
422 2B .. .. 120.00 120.00 4 1K 1Q SMK PRK VCR 6
423 2B .. .. 120.00 120.00 4 1K 2Q NSK CTY JAC 8
425 2B .. .. 120.00 120.00 4 1K 2D SMK CTY VCR 8
516 2B .. .. 120.00 120.00 4 1K 2D SMK PRK BAL VCR 8
518 2B .. .. 120.00 120.00 4 1K 2T NSK PRK VCR 6
519 2B .. .. 120.00 120.00 4 1K 1Q SMK CTY 6
Guest Requests:Matches Exist
Room# <Enter> = 422
F9 Guest Requests
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq ↑↓ PgDnFEnd PgUp Home

The screen shown on the previous page “Available Rooms Display” contains the following features:

Flags in Available Rooms Display

Flag Heading	Explanation
S	Clean/Dirty Status - When changing the room number on a reservation with an arrival date of today or earlier, the clean status on each available room number displays in the first column. If the room is dirty, the system prompts the user to continue with this room number if selected. The system defaults are “blank” for clean and “D” for dirty.
O	Occupied Status - When changing the room number on a reservation with an arrival date of today or earlier, an “O” indicates this room number is available for the dates on the reservation but is still occupied at this time. The guest checked-in is scheduled to depart today but hasn’t at this time.
I	Inventory - If this room type is currently overbooked, an “I” displays in column 3. The system warns that this room type is currently overbooked before processing the room number change.
R	Rate - If the rate for this room type cannot be calculated because the rate tables are not set up correctly, an “R” displays.

Before/After Column

This column displays whether the room is booked for two nights before arrival on the current reservation or two nights after departure. Seeing this information helps properties book reservations in rooms without leaving one-night holes. If a reservation is booked, the first letter of the reservation type displays in the column.

Example: A preassign reservation shows “pp” while a maintenance reservation shows “xx”. A capital letter indicates the first night of a reservation, and a small letter is an additional night. On the screen above, there is a two-night maintenance reservation in room 207, but room 207 is available starting on 3/23. Room 213 has a regular reservation starting on 3/25.

1st Day and Total Room Charge

The next two columns contain the nightly rate on the first day of the reservation and the total room charge for the entire reservation. The rates are based on the number of people on the reservation.

Guest Requests

The remaining columns are descriptive fields about each room called guest requests. The guest requests are configurable for each property and help the clerk assign the room appropriate to the guest’s needs. Common guest requests are floor, view, smoking/non-smoking, handicap, and any special amenities.

It is possible to prompt for 1 or more guest requests when assigning rooms. Example: A high rise has many requests for top floors and non-smoking rooms. Use Option 090 on the System Manager Menu and update Table C1. Add sub-record “AVAIL” and enter the facility heading that should be prompted in the Special Data field. In this example, enter “FLRN/S” to prompt for floor and then for smoking/non-smoking. Do not leave spaces if entering more than one label. The prompt displays after the room type and BEFORE the available rooms display, as shown below:

Enter the floor requested. Press <ENTER> for any available room. Press <PGDN> to skip any more guest request prompts and go right to the available rooms display. Only rooms available on the floor entered display. This feature is particularly helpful for large properties.

Room Number Sequence

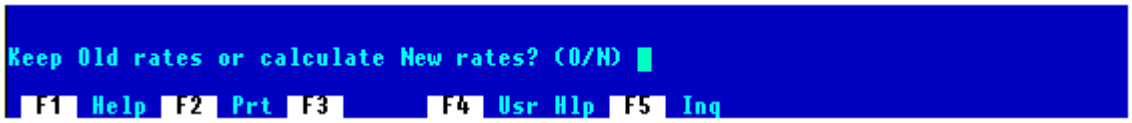
The available rooms display in room number sequence (100, 101, 102, 103, 104, etc.) or on a priority basis, helping properties sell rooms evenly. Switch 109-8, Display Availability in Room Number Sequence, controls how rooms display. If switch 109-8 is NO and room 100 was the last room having a reservation, it displays at the bottom of the list. If switch 109-8 is NO, set switch 419-4, Reset Room Priority Sequence, to NO also so that the availability utility, 995, does not reset room priority. The priority option does not take into account dates. If a reservation is made far in the future for room 100, it still goes to the bottom of the list.

Room Number Option Line

The room number option line has various possibilities as explained below:

Entry	Action
Room #	Enter the new room number for the reservation. The room number must be displayed on the current screen.
<UPARROW>	Press the <UPARROW> key to move the highlight bar up 1 room.
<DOWNARROW>	Press the <DOWNARROW> key to move the highlight bar down 1 room.
<ENTER>	Press <ENTER> when the new room is highlighted to complete the room number change.
<ESCAPE>	Press <ESCAPE> to return to the room type prompt. The system then prompts for guest requests again if “C1AVAIL” is active.
<PGDN>	Press <PGDN> to scroll the available rooms list down one page.
<PGUP>	Press <PGUP> to scroll the available rooms list up one page.
<HOME>	Press <HOME> to scroll the list to the first page.
<END>	Press <END> to scroll the list to the last page.

When the correct room number is highlighted, press <ENTER> to complete the room number change. If the new room causes the rate to change, the system prompts:



Enter an “O” for the old rate or an “N” for the new rate.

** ROOM MOVE NOT ALLOWED **

If the system flashes the message **ROOM MOVE NOT ALLOWED**, field #39 on the reservation “Move OK?” has been set to No. Press <ESCAPE> to clear this message and verify that the reservation can be moved to a different room. Press <ENTER> at the power user option prompt to go into full screen change mode and access field #39. Change the setting to “Y” and file the change. Use power user option 3 and change the room number.

Changing/Assigning rooms can also be done using power user option 9-Change Other Reservation Detail. The full reservation screen displays. Enter field #1 to change the room number or enter “S” to search for available rooms.

Guest Requests

Guest requests can be changed using the <F9 - GUEST REQUESTS> key. After pressing the <F9> key, the cursor moves to the nine guest request fields, where the criteria can be changed or deleted. After making changes to the guest request fields, the available rooms display is refreshed. Anytime available rooms are displayed, the list is filtered based on the guest request settings.

Power User Option 4 - Change Arrival/Departure Dates

Power User Option 4 prompts the user to change either the arrival date and/or departure date on a reservation.

1. For a future reservation, the system first prompts for the arrival date. For a checked-in reservation, the system prompts for the number of nights. Changing dates is similar to entering dates on a new reservation.

2. Press <ENTER> to keep the same arrival date and move the cursor to the number of nights field. If new dates are entered, use the format "mmddyy" without slashes unless the arrival date is more than one year from the current date.

3. Enter the number of nights and the system calculates the new departure date or press <ENTER> to skip the number of nights and enter a new departure date.

4. After the dates have been entered, the system prompts for verification:

5. Enter "Y" to accept the new dates or enter "N" to return to the power user option line and keep the old reservation dates.

The day of the week displays under the arrival and departure dates to further confirm the correct dates.

If the new reservation dates cause the room type to be oversold, the pop-up warning box displays.

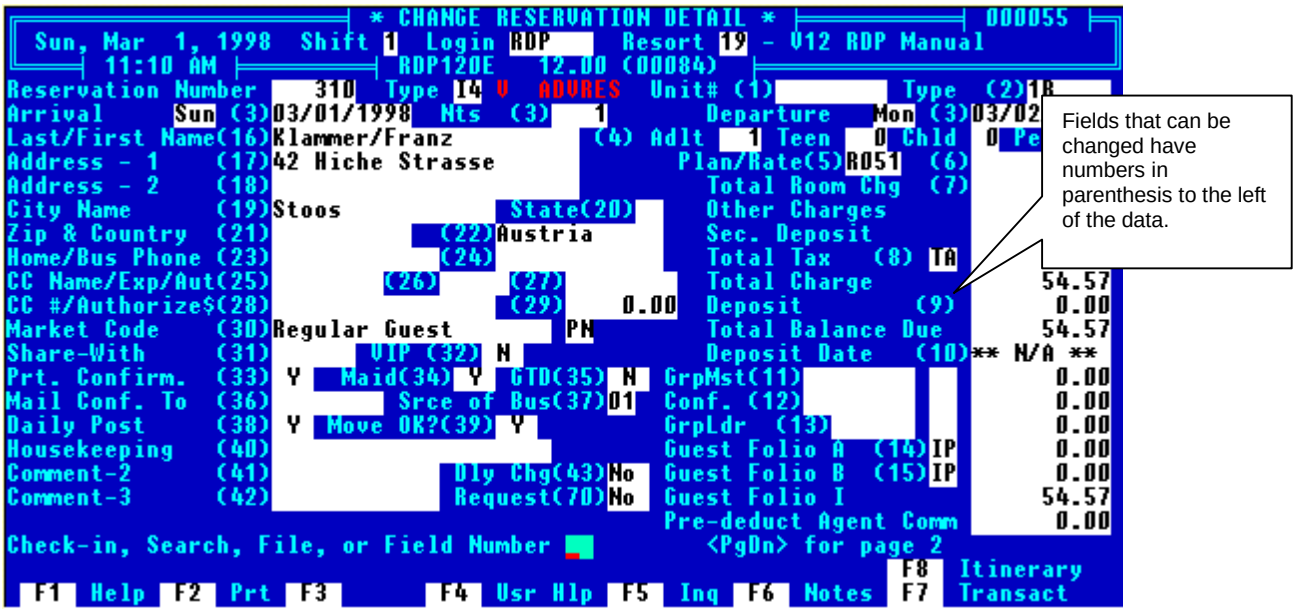
Reservation dates can also be changed from full screen change mode. Enter field #3 to change the dates on the reservation when using power user option 9-Change Other Reservation Detail.

Power User Option 5 - Change Dates & Room Number

Power user option 5 is a combination of options 3 & 4. The system first prompts for the new dates and then using the new dates, prompts for a new room number. If both the dates and room number change are not completed, the system restores the old reservation dates and room. Only use option 5 to change BOTH the dates and room number.

Power User Option 9 - Change Other Reservation Detail

As mentioned previously, power user option 9 is the default entry in Option 120. For example, after accessing the guest name, press <ENTER> to display the reservation in full screen mode:


* CHANGE RESERVATION DETAIL *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:10 AM RDP120E 12.00 (00084)
Reservation Number 310 Type I4 V ADVRES Unit# (1) Type (2)1B
Arrival Sun (3)03/01/1998 Nts (3) 1 Departure Mon (3)03/02
Last/First Name(16)Klammer/Franz (4) Adlt 1 Teen 0 Chld 0 Pe
Address - 1 (17)42 Hiche Strasse Plan/Rate(5)RD51 (6)
Address - 2 (18) Total Room Chg (7)
City Name (19)Stoos State(20) Other Charges
Zip & Country (21) (22)Austria Sec. Deposit
Home/Bus Phone (23) (24) Total Tax (8) TA
CC Name/Exp/Aut(25) (26) (27) Total Charge 54.57
CC #/Authorize$(28) (29) 0.00 Deposit (9) 0.00
Market Code (30)Regular Guest PN Total Balance Due 54.57
Share-With (31) VIP (32) N Deposit Date (10)** N/A **
Prt. Confirm. (33) Y Maid(34) Y GTD(35) N GrpMst(11) 0.00
Mail Conf. To (36) Srce of Bus(37)01 Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y GrpLdr (13) 0.00
Housekeeping (40) Guest Folio A (14)IP 0.00
Comment-2 (41) Dly Chg(43)No Guest Folio B (15)IP 0.00
Comment-3 (42) Request(70)No Guest Folio I 54.57
Pre-deduct Agent Comm 0.00
Check-in, Search, File, or Field Number
<PgDn> for page 2
F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact
Fields that can be changed have numbers in parenthesis to the left of the data.

If a field can be changed, the field number displays to the left of the data. Type the field number and press <ENTER> to move the cursor to that field. Press <PGDN> and <PGUP> to toggle between reservation screens one and two.

Use this option to change any comment fields on the reservation. See *Configuring Comment Fields* in this chapter for more information on standardizing entries in the various fields.

Can Two Users Change a Reservation at the Same Time?

When a reservation is being changed, the systems “locks” that reservation so other users cannot make a conflicting change. The user controlling the reservation has to complete their change before the second user has access to the reservation. If a second user attempts to access the same reservation, a warning message displays indicating who has the reservation locked.

DO NOT leave reservations in full screen mode for long periods of time. Press <ESCAPE> to return to the group display screen, unlocking the reservation.

RESERVATION DEPOSITS

The system tracks requested deposits as well as paid deposits. This section covers: deposit status, applying deposits, and correcting deposits.

Deposit Status

There are 3 deposit stages for reservations: Deposit Requested, Paid Deposit, and Not Applicable. The deposit date field on the reservation tracks the deposit status for a reservation.

Deposit Requested

The deposit date field indicates when a requested deposit (entered in the deposit field, #14) is due. Use Report 710 on the Reservation Reports Menu or <F5 - INQUIRE> to list reservations with overdue deposits. These reservations can be canceled or the deposit date extended.

Change the date and deposit requested using Option 120-9-Change Other Reservation Detail. Access field #14 to change the deposit amount and field #15 to change the deposit date. The deposit date must be prior to the reservation's arrival date. If the deposit amount is changed to 0.00, the deposit date automatically changes to **N/A**--Not Applicable.

Paid Deposits

If a deposit has been paid on the reservation, the deposit date field reads "**PAID**". The total amount paid displays in the deposit amount field. Press <F7 - TRANSACTIONS> to list deposit transactions. The total of deposit transactions equals the amount in the reservation's deposit field (#14).

Not Applicable

If no deposit is required, "**N/A**" displays in the deposit date field and the deposit amount is 0.00. If the reservation's current deposit date is **N/A**, the deposit date must be changed prior to entering a requested amount.

Power User Option D - Deposit or Guest Payment

Use power user option "D" to add a deposit (or payment) to a reservation. Use this option to apply any money to the reservation. The system displays the first reservation screen with the "Amount Received" prompt:

Here, enter the payment amount including the decimal point (i.e. - 100.00). Next, the system prompts for payment method:

Option	Description
1=Cash	The system marks the transaction as cash received or refunded. Use paid-in and paid-out slips to track cash transactions
2=Check	If a check is received, the system prompts for the check number. Enter the check number as a cross-reference.
3=CCard-Manual	Use option 3 for credit card payments if the credit card interface is NOT installed.
4=CCard-Scan	If the credit card interface is installed, use option 4 to enter the payment. The RDP system communicates with the credit card processor through Southern Datacomm to complete payment.
5=Wire	Use option 5 for wire transfers
6=Misc.	Option 6 is for miscellaneous payments such as gift certificates or other vouchers. The system displays a memo line where an explanation can be recorded. Only use Option 6 with management approval.
7=Transfer	Use option 7 to transfer a payment to another reservation.

The system stamps the credit card name, number, and expiration date on every transaction for detailed tracking. The credit card interface makes balancing easier since payments are not entered into RDP that have not been sent through the credit card machine. Contact RDP Sales at 970/845-1140 for information on purchasing the credit card interface module.

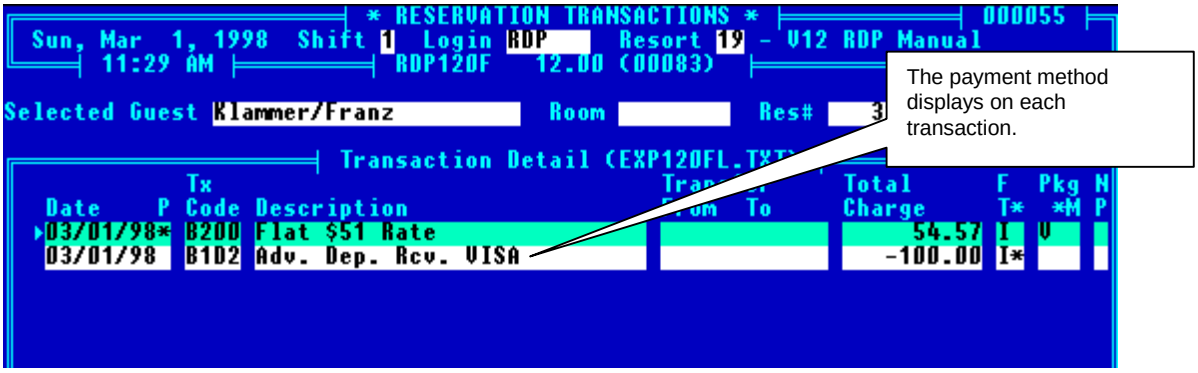
Choose the appropriate method and press <ENTER>. The final prompt is to "File or Exit".

At this point, double-check the deposit amount in field #14. If the deposit amount is correct, type <F> for File and <ENTER>. If the deposit is incorrect or an error was made, use <E> and then <ENTER> to exit the reservation WITHOUT saving the deposit.

The system changes the reservation type to a “2”, reflecting a future reservation with a paid deposit. Confirmations may be printed based on this type, for example - acknowledgment that payment has been received.

HOW DO PAYMENTS DISPLAY ON THE RESERVATION?

Press <F7 - TRANSACTIONS> from the Change Individual/Group Reservations in order to view all reservation transactions:

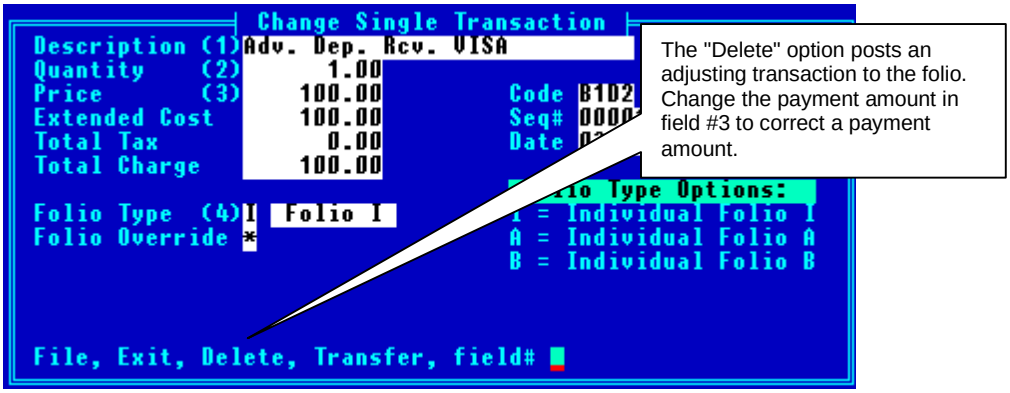

* RESERVATION TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:29 AM RDP120F 12.00 (00083)
Selected Guest Klammer/Franz Room Res# 3
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description From To Total Charge F T* Pkg *M N P
03/01/98* B200 Flat $51 Rate 54.57 I V
03/01/98 B1D2 Adv. Dep. Rcv. VISA -100.00 I*
The payment method displays on each transaction.

Payments reduce the guest balance due, acting as a credit, therefore displaying with a negative (-) sign. The system automatically assigns the transaction code for all payments, these codes begin with the letter "D".

Payments are entered as a positive number (100.00), the system automatically reverses the sign and displays it as a negative when the transaction is viewed using <F7 - TRANSACTIONS>.

Correcting Payments

Use <F8 - CHANGE> to correct payments. Use the Delete option in <F8 - CHANGE> in order to erase the payment from a reservation or change the price in field #3 in order to adjust the payment amount. After accessing all folio transactions with <F7 - TRANSACTIONS>, highlight the payment in question and use <F8 - CHANGE>. The following options display:


Change Single Transaction
Description (1) Adv. Dep. Rcv. VISA
Quantity (2) 1.00
Price (3) 100.00
Extended Cost 100.00
Total Tax 0.00
Total Charge 100.00
Code B1D2
Seq# 0000
Folio Type (4) I Folio I
Folio Override *
Folio Type Options:
I = Individual Folio I
A = Individual Folio A
B = Individual Folio B
File, Exit, Delete, Transfer, field#
The "Delete" option posts an adjusting transaction to the folio. Change the payment amount in field #3 to correct a payment amount.

CANCEL/UNCANCEL RESERVATIONS

To cancel a reservation, use power user option C from RDP120 on the Reservation, Front Desk, or Night Audit Menus. If the reservation does NOT have a guest history number, the system first prompts whether or not to add it to the guest history file.

If the name and address is complete and the guest information should be saved, enter <Y> to add this guest to guest history. If no address information exists, enter an <N>. Along with name and address, the first nine comment fields are stored in guest history.

The following screen displays next.

* CANCEL GROUP MEMBER RESERVATION *
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
5:54 PM RDP128D 11.01 (00062)
Reservation Number 166 Type P2 V ADVRES Unit# 102 DType K
Arrival Sun 03/01/1998 Nts 2 Departure Tue 03/03/1998
Last/First Name Eastwood/Clint Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 1 Make My Day Drive Rate Plan RACK
Address - 2 Room Rate 130.00
City Name Peoria St IL Total Room Chg 260.00
Zip & Country 31687 Other Charge-1 0.00
Home/Bus Phone 312-634-0865 Other Charge-2 0.00
CC Name/Exp/Aut VISA 09/98 Sec. Deposit 0.00
CC #/Authorize$ 4000444444444444 0.00 Total Tax TA 18.20
Market Code Association - Group 06 Total Charge 278.20
Share-With VIP N Deposit 100.00
Prt. Confirm. N Maid Y GTD Y Total Balance Due 178.20
Mail Conf. To Srce of Busi. 02 Deposit Date ** PAID **
Daily Post Y Move OK? Y Group 0.00
Housekeeping Grp Ldr 0.00
Comment-2 Parking N Indiv. Balance 178.20
Comment-3 Pre-deduct Comm. 0.00
Cancel, Exit <Enter> = Cancel <PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact

Press <ENTER> to accept the default of “Cancel” or enter “C” and press <ENTER>. In order to go back to the Change Individual/Group Display screen, press <ESCAPE>.

If the reservation has a PAID deposit, the system displays a pop-up window and requests the refund amount:

The minimum amount is 0.00, and the maximum is equal to the total of the reservation deposit. Enter the guest refund amount including the decimal point. Example: Refund amount is 150.00 - the property keeps 50.00 as a cancellation fee.

Then, the system updates the pop-up window in order for the reservationist to verify the refund and forfeit amounts.

If the amounts are correct, type <Y> and the cursor returns to the Change Individual/Group Reservation screen. If the amounts are NOT correct, enter <N> and the cursor returns to the "Enter Deposit Refund Amount" field. Re-enter the amount and complete the cancellation.

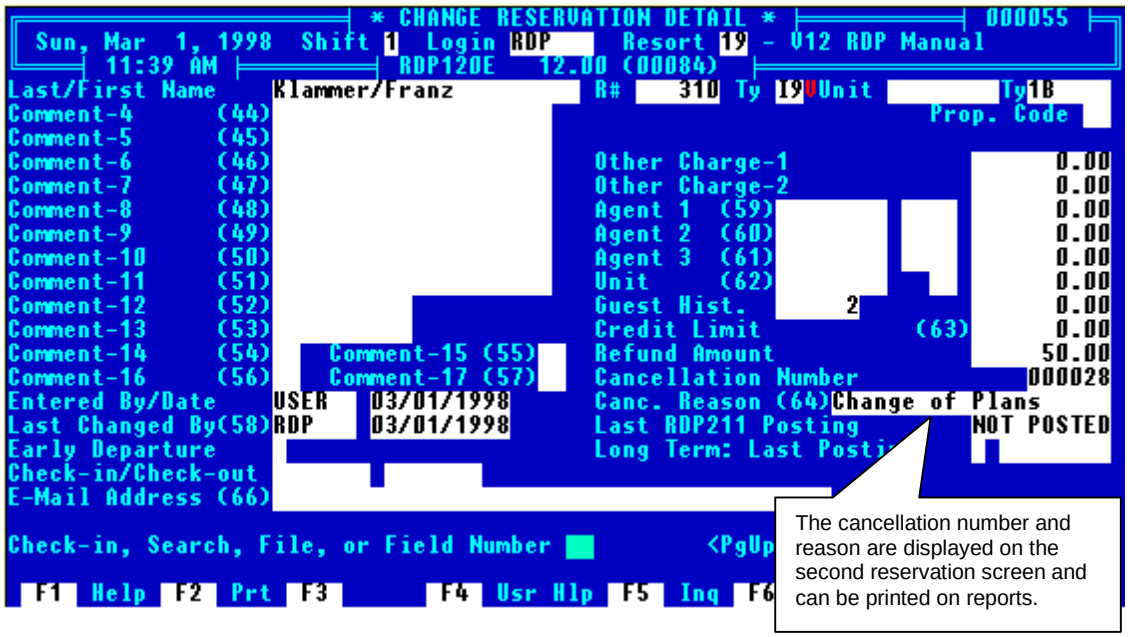
The deposit transactions for the reservation now include the original B1D2-Adv. Dep. Received by VISA along with B1D8-Adv. Dep. Refund by VISA for 150.00 and a B1DC-Forfeited Deposit for 50.00. These transactions would all print on the daily reports for March 1, 1998.

The system then prompts for printing a confirmation.

Next, the system displays a cancellation number and prompts for a reason. RDP recommends entering a reason at this prompt in order to have backup as to why the reservation was canceled. The cancellation number and reason are stored on the second reservation screen in the lower right corner.

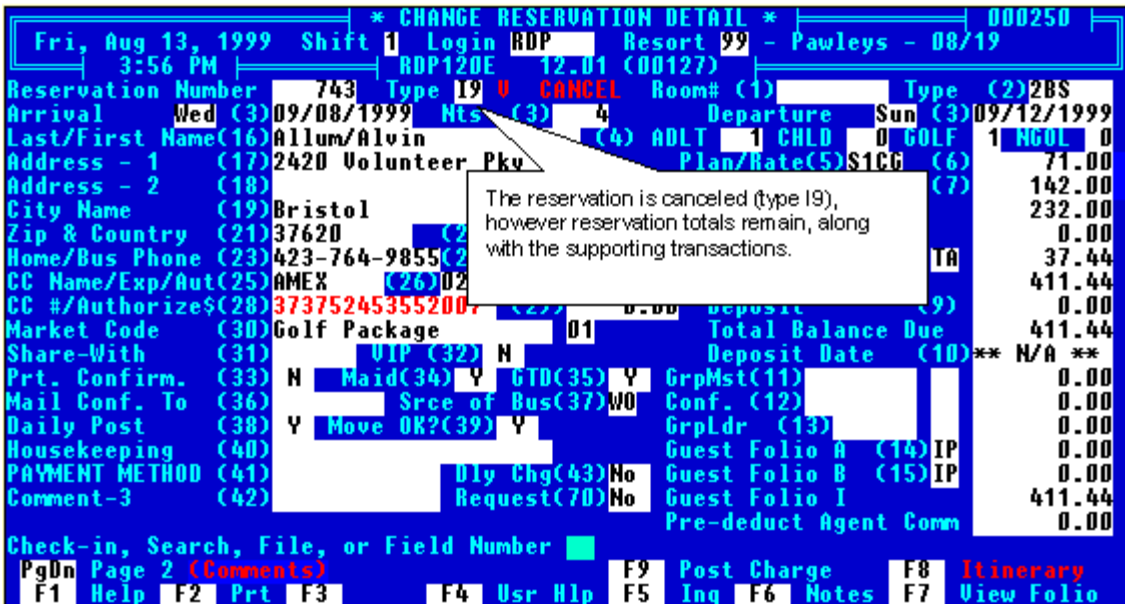
Cancellation Completed

The Last Changed By and Last Changed Date in the lower left-hand corner of the second reservation screen indicate the employee who canceled the reservation. The reservation type is changed to a 9 (Canceled).

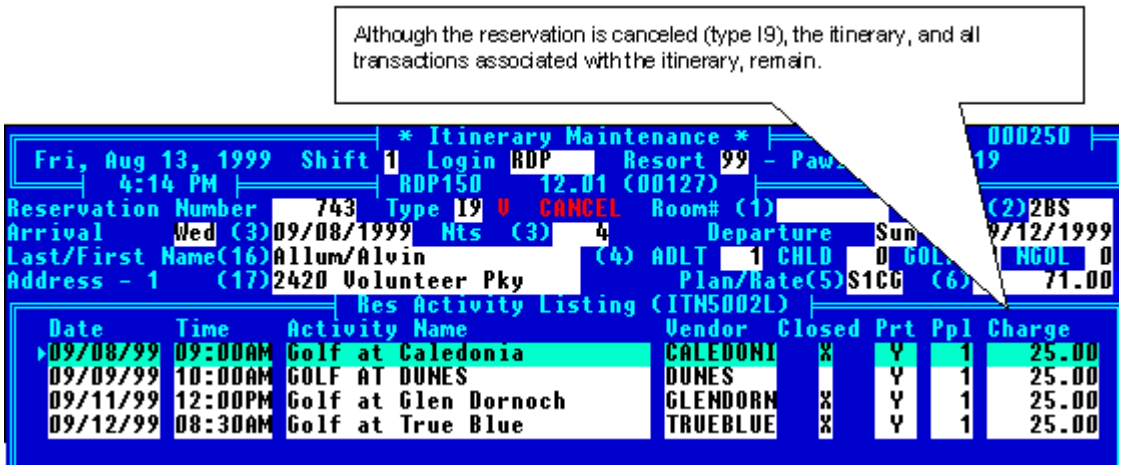


Reservation Totals & Canceled Reservations

In past RDP versions, the system zeroed-out all reservation totals once a reservation was canceled. With the Version 12.01, all reservation totals remain on canceled reservations, resulting in a balance due being displayed even though the reservation is canceled.


* CHANGE RESERVATION DETAIL *
Fri, Aug 13, 1999 Shift 1 Login RDP Resort 99 - Pawleys - 08/19
3:56 PM RDP120E 12.01 (00127)
Reservation Number 743 Type I9 V CANCEL Room# (1) Type (2) 2BS
Arrival Wed (3) 09/08/1999 Nts (3) 4 Departure Sun (3) 09/12/1999
Last/First Name (16) Allum/Alvin (4) ADLT 1 CHLD 0 GOLF 1 NGOL 0
Address - 1 (17) 2420 Volunteer Pky Plan/Rate(5) S1CG (6) 71.00
Address - 2 (18) (7) 142.00
City Name (19) Bristol 232.00
Zip & Country (21) 37620 0.00
Home/Bus Phone (23) 423-764-9855 TA 37.44
CC Name/Exp/Aut (25) AMEX (26) 411.44
CC #/Authorize$ (28) 373752453552007 (9) 0.00
Market Code (30) Golf Package 01 Total Balance Due 411.44
Share-With (31) VIP (32) N Deposit Date (10) ** N/A **
Prt. Confirm. (33) N Maid(34) Y GTD(35) Y GrpMst(11) 0.00
Mail Conf. To (36) Srce of Bus(37) WO Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y GrpLdr (13) 0.00
Housekeeping (40) Guest Folio A (14) IP 0.00
PAYMENT METHOD (41) Dly Chg(43) No Guest Folio B (15) IP 0.00
Comment-3 (42) Request(70) No Guest Folio I 411.44
Pre-deduct Agent Comm 0.00
Check-in, Search, File, or Field Number
PgDn Page 2 (Comments) F9 Post Charge F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
The reservation is canceled (type I9), however reservation totals remain, along with the supporting transactions.

All transactions associated with itineraries also remain on the reservation, simplifying the process of uncanceling a reservation and reinstating the itinerary. In the past, activities with surcharges had to be deleted and re-added to the reservation.


Although the reservation is canceled (type I9), the itinerary, and all transactions associated with the itinerary, remain.
* Itinerary Maintenance *
Fri, Aug 13, 1999 Shift 1 Login RDP Resort 99 - Paw
4:14 PM RDP150 12.01 (00127)
Reservation Number 743 Type I9 V CANCEL Room# (1)
Arrival Wed (3) 09/08/1999 Nts (3) 4 Departure Sun
Last/First Name (16) Allum/Alvin (4) ADLT 1 CHLD 0
Address - 1 (17) 2420 Volunteer Pky Plan/Rate(5) S1CG (6) 71.00
Res Activity Listing (ITN5002L)
Date Time Activity Name Vendor Closed Prt Ppl Charge
09/08/99 09:00AM Golf at Caledonia CALEDONI X Y 1 25.00
09/09/99 10:00AM GOLF AT DUNES DUNES Y 1 25.00
09/11/99 12:00PM Golf at Glen Dornoch GLENDORN X Y 1 25.00
09/12/99 08:30AM Golf at True Blue TRUEBLUE X Y 1 25.00

In addition to making reservations with itineraries easier to un-cancel, this change also:

1. Re-instates pre-posted transactions when reservations are un-canceled.
2. Causes the "Reservations Canceled Today" report to show the amount of revenue lost due to cancellations.
3. Re-instates pre-scheduled rate plan changes when a reservation is un-canceled.

Un-Cancel a Reservation

Use power user option U - Uncancel this Reservation, to change a reservation from canceled to future.

The system prompts:

Enter <Y> to uncancel the reservation or <N> to return to the Change Individual/Group Reservation screen. If uncanceling this reservation causes the system to be oversold for any of the nights of the reservation, the system displays the pop-up window warning the reservationist of the overbooking. Enter <Y> to continue uncanceling the reservation.

Room Not Available

If the uncanceled reservation was pre-assigned to a room number that is now unavailable, the system prompts to complete the uncancel process and make the reservation an inventory reservation (no specific room assigned).

No Previous Deposit

If the reservation did not have a paid deposit, the system prompts for the deposit requested information. Enter the deposit amount. If a credit card payment is required, enter 0.00 here since this field is only for requesting deposits. Press <ENTER> to skip this prompt and return to the Change Individual/Group Reservation screen.

If the amount entered is greater than 0.00, the system prompts for a deposit date. Use Report 710-Advance Deposits Due on the Reservation Reports Menu for a list of overdue deposits.

Previous Deposit Paid

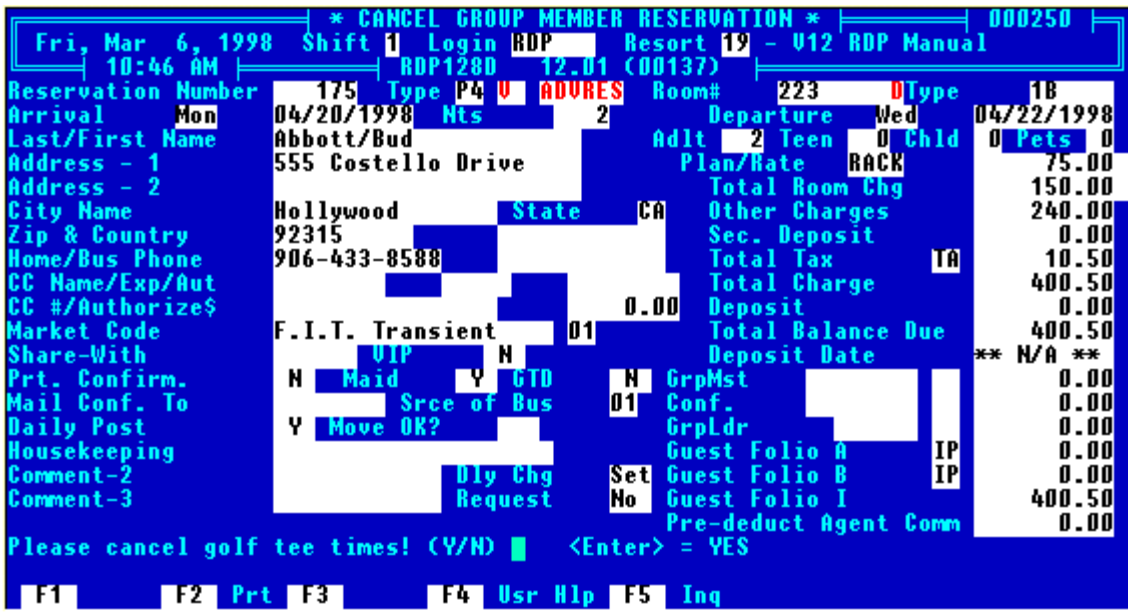
If the uncanceled reservation had a paid deposit that was refunded and/or forfeited, the system does not prompt for any deposit information during the uncancelation process. Use power user option D - Deposit or Guest Payment to re-apply the advance deposit.

Res. Type is 4

After the reservation is uncanceled, the reservation type is changed to a 4, future changed reservation, and the cancellation number and reason are deleted from the second reservation screen.

User-Defined Reminder when Canceling Reservations

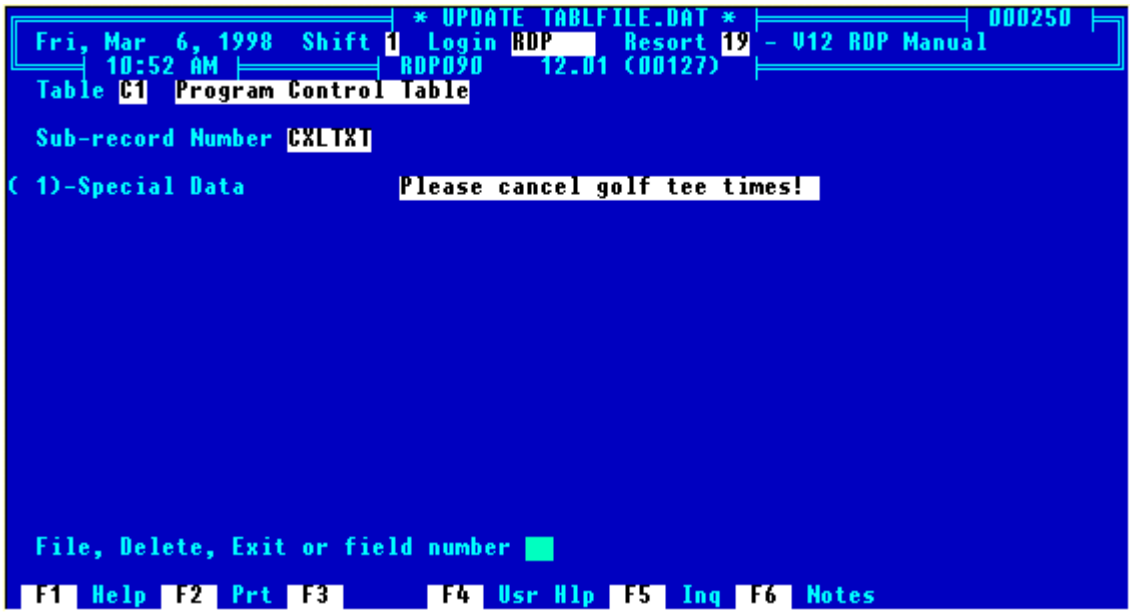
Add sub-record CXLTXT to table C1 in order to display a reminder when canceling a reservation. For example, a property may utilize RDP's itinerary module for booking golf tee times. And, when a guest cancels, it is important to also cancel tee times at area golf courses. With this feature enabled, the following prompt may be added to the cancellation process.


* CANCEL GROUP MEMBER RESERVATION *
000250
Fri, Mar 6, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:46 AM RDP128D 12.01 (00137)
Reservation Number 175 Type P4 V ADVRES Room# 223 DType 1B
Arrival Mon 04/20/1998 Nts 2 Departure Wed 04/22/1998
Last/First Name Abbott/Bud Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 555 Costello Drive Plan/Rate RACK 75.00
Address - 2 Total Room Chg 150.00
City Name Hollywood State CA Other Charges 240.00
Zip & Country 92315 Sec. Deposit 0.00
Home/Bus Phone 906-433-8588 Total Tax TA 10.50
CC Name/Exp/Aut Total Charge 400.50
CC #/Authorize$ 0.00 Deposit 0.00
Market Code F.I.T. Transient 01 Total Balance Due 400.50
Share-With VIP N Deposit Date ** N/A **
Prt. Confirm. N Maid Y GTD N GrpMst 0.00
Mail Conf. To Srce of Bus 01 Conf. 0.00
Daily Post Y Move OK? GrpLdr 0.00
Housekeeping Guest Folio A IP 0.00
Comment-2 Dly Chg Set Guest Folio B IP 0.00
Comment-3 Request No Guest Folio I 400.50
Pre-deduct Agent Comm 0.00
Please cancel golf tee times! (Y/N) <Enter> = YES
F1 F2 Prt F3 F4 Usr Hlp F5 Inq

Please note that the above prompt only serves as a REMINDER - it does NOT automatically cancel golf tee times or process any other request.

To Enable

1. From the System Manager menu, choose option "090" - "Update System Tables".
2. Choose option "U" to "Update System Tables" and enter table number C1.
3. Add sub-record CXLTXT to table C1. Enter the reminder text in the "Special Data" field (#1), seen below.


* UPDATE TABLFILE.DAT *
000250
Fri, Mar 6, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:52 AM RDP090 12.01 (00127)
Table C1 Program Control Table
Sub-record Number CXLTXT
(1)-Special Data Please cancel golf tee times!
File, Delete, Exit or field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

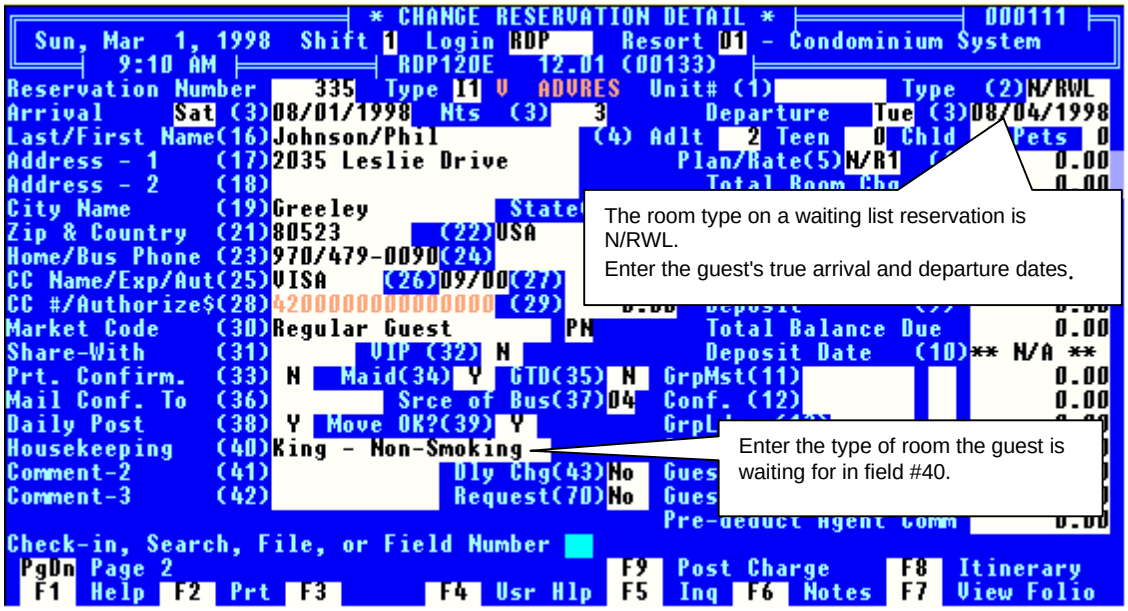
4. File the sub-record.

WAITING LIST PROCEDURES

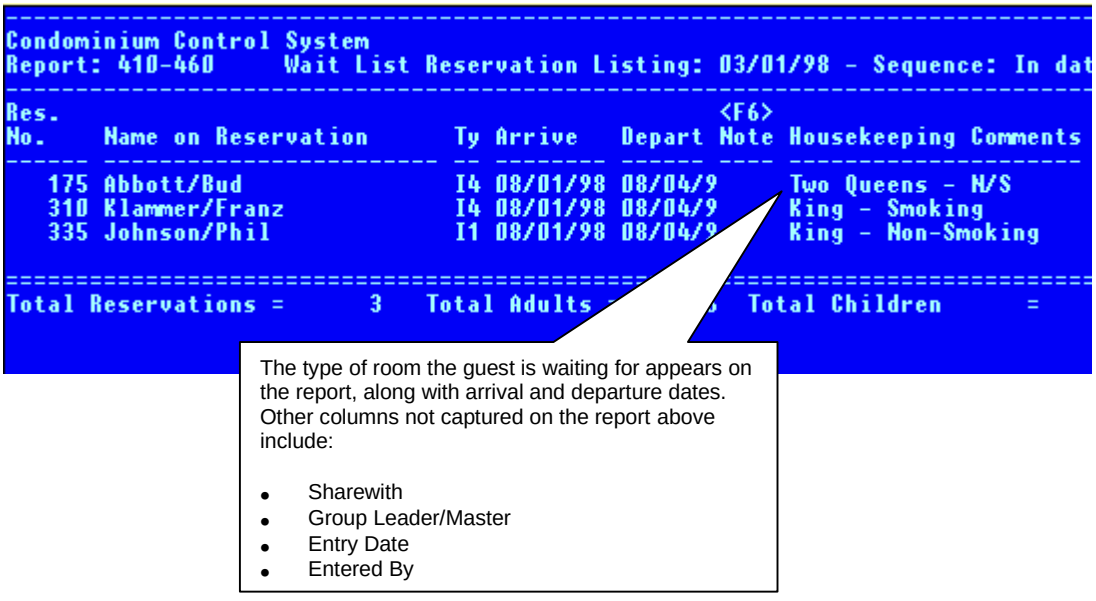
Use the following procedures for adding and monitoring a waiting list.

1. When a potential guest inquires about a reservation during dates when the property is full, make an inventory reservation into the room type N/RWL (non-rental waiting list). Enter all pertinent information, including the guest's name, credit card number, number of people, address, etc.

2. Enter the type of room the guest is waiting for in field #40, Housekeeping Comments.


* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 01 - Condominium System
9:10 AM RDP120E 12.01 (00133)
Reservation Number 335 Type I1 V ADVRES Unit# (1) Type (2)N/RWL
Arrival Sat (3)08/01/1998 Nts (3) 3 Departure Tue (3)08/04/1998
Last/First Name(16)Johnson/Phil (4) Adlt 2 Teen 0 Chld Pets 0
Address - 1 (17)2035 Leslie Drive Plan/Rate(5)N/R1
Address - 2 (18)
City Name (19)Greeley State
Zip & Country (21)80523 (22)USA
Home/Bus Phone (23)970/479-0090(24)
CC Name/Exp/Aut(25)VISA (26)09/00(27)
CC #/Authorize$(28)4200000000000000 (29)
Market Code (30)Regular Guest PN Total Balance Due 0.00
Share-With (31) VIP (32) N Deposit Date (10)** N/A **
Prt. Confirm. (33) N Maid(34) Y GTD(35) N GrpMst(11) 0.00
Mail Conf. To (36) Srce of Bus(37)04 Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y
Housekeeping (40)King - Non-Smoking
Comment-2 (41) Dly Chg(43)No
Comment-3 (42) Request(70)No
Check-in, Search, File, or Field Number
PgDn Page 2 F9 Post Charge F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio
The room type on a waiting list reservation is N/RWL.
Enter the guest's true arrival and departure dates.
Enter the type of room the guest is waiting for in field #40.

3. Monitor the wait list by running report #460 - Wait List Reservations. The report prompts for a range of arrival dates.


Condominium Control System
Report: 410-460 Wait List Reservation Listing: 03/01/98 - Sequence: In dat
Res. <F6>
No. Name on Reservation Ty Arrive Depart Note Housekeeping Comments
175 Abbott/Bud I4 08/01/98 08/04/9 Two Queens - N/S
310 Klammer/Franz I4 08/01/98 08/04/9 King - Smoking
335 Johnson/Phil I1 08/01/98 08/04/9 King - Non-Smoking
Total Reservations = 3 Total Adults Total Children =
The type of room the guest is waiting for appears on the report, along with arrival and departure dates. Other columns not captured on the report above include:
Sharewith
Group Leader/Master
Entry Date
Entered By

4. The report is sorted by reservation number. The first reservation number listed has the highest priority, i.e. - the guest with the lowest reservation number was the first person entered on the waiting list.

5. To convert a waiting list reservation to a real reservation, use the following steps:

   A. Use RDP120 power user option "2" - "Change Room Type". Move the reservation to the type of room requested. Calculate new rates.

   B. Assign a room number.

To remove a name from the waiting list, cancel the waiting list reservation.

TRANSACTIONS ON FUTURE RESERVATIONS

Transactions may be posted to future, checked-in, and checked-out reservations. Transactions posted to future reservations DO NOT show on audit reports until the reservation is checked-in. These “pre-posted” transactions display an “*” to the left of the transaction line in <F7 - TRANSACTIONS>.

All RDP versions after 10 are transaction based. Every future reservation (without a package) has a “Nightly Room Charge” transaction, which is the total of the room charge for the entire stay. When the reservation is checked-in, this transaction is eliminated if room and tax is posted nightly with Option 212 during the night audit. If customers do not daily post room charges, the pre-posted flag is removed and all room revenue is counted on the audit reports the day of check-in. These “pre-posted” transactions are used to forecast future revenue on the 360-Occupancy Statistics Report. Pre-posted room & tax transactions are identified in three ways:

- The asterisk to the left of the transaction line in <F7>
- Description on the transaction includes “Room - %%2”.
- <F3 - DETAIL> has an “*” in the “Pre-posted?” field.

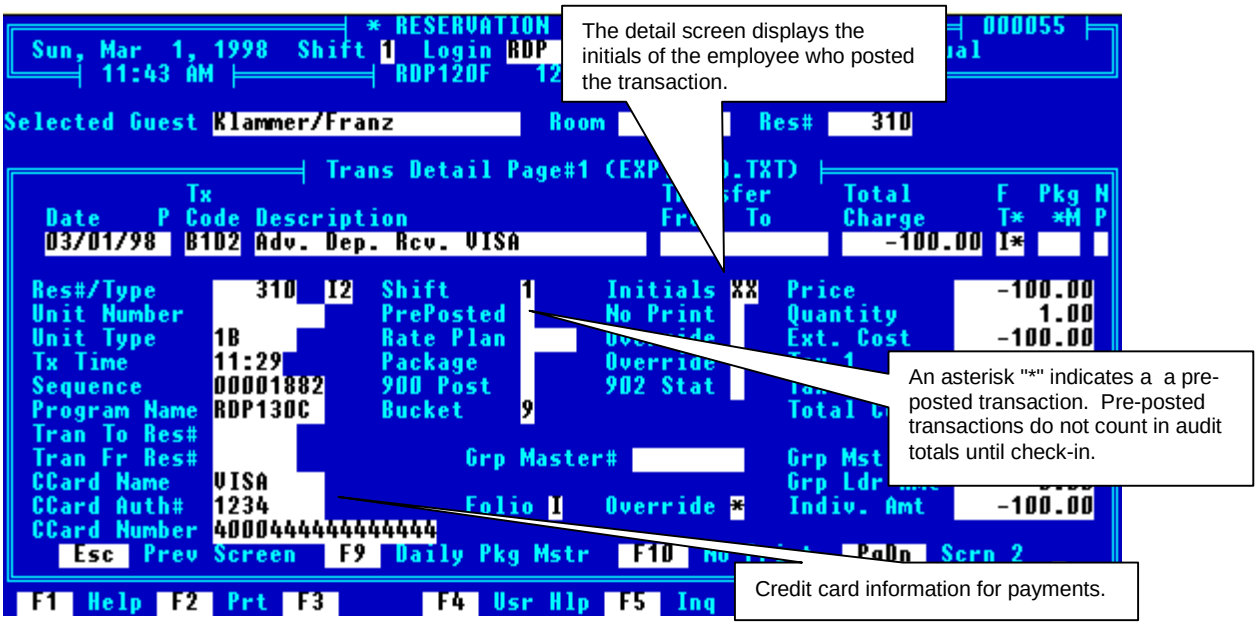
The “%%2” in the description is replaced with the actual room number when the Nightly Room Charge transaction is posted.

Other transactions may be posted to future reservations. To allow posting to future reservations, set switch 109-15, Allow transactions to be posted, to YES. Power user option P - Post Charge to this Reservation can be used from Option 120 to add transactions to future reservations.

It is possible to have the system prompt for additional charges during the reservation process by setting switch 109-4, Prompt for pre-posted transactions, to YES. Example: The property is located on an island, and the guest must choose boat, helicopter, or private plane transportation. The reservationist posts a charge for one form of transportation during the reservation process.

These transactions are counted on audit reports the day the reservation checks-in. Before then, the transactions are “pre-posted” and do not count on any audit reports. Use Report 350-Pre-posted Transactions to print a list of future transactions by arrival date and transaction code.

Transaction Detail Screen



<F6 - NOTES>

In addition to the comment fields, every reservation can have a free form note to store guest information, communication to other departments, or phone messages.

<F6 - NOTES> features include:

- Notes can be added, changed, or deleted with a pop-up window from one screen without exiting the current function.
- If a note already exists for a current reservation, <F6 - NOTES> displays in red.
- Notes are completely free form. Full editing capability is active including <INSERT>, <DELETE>, <PGUP>, <PGDN>, etc.
- Notes are stored until the reservation is purged from non-active history or manually deleted from a reservation (<ALT> <N>).
- Up to 100 lines is available for any note.

Templates

Templates can be used to standardize note entry. The template files are stored in the \RDP\LOOK\ directory and defined in Table T1 according to the file number (80) and reservation type. For example, enter sub-record 80P to define a template for pre-assigned reservations. Enter the file name for the template in field #1. RDP recommends using the format FILEXXX.NOT where XXX is the file number and reservation type. In this example, the file name is FILE80P.NOT. The templates are an ASCII file and may be edited using DOS edit or any word processor. Place an "@" in the template file at the position where the cursor should display once the template is loaded.

The template is available for new <F6 - NOTES> on reservations or master records. If the template should load automatically when <F6> is pressed, enter a "Y" in field #2-Autoload (Y/N). If this field is left blank, the template is NOT loaded automatically. However, the template may be loaded by pressing <Alt><L> when <F6 - NOTES> displays.

For a list of file names, use option "L" - "List Tables" from option 090 - Update System Tables on the System Manager Menu

Add/Change/Delete Note

From the Change Individual/Group Reservation screen, press <F6> to display the note. A pop-up window displays. If the templates are used, pre-printed text also displays, and the cursor moves to the first field to be completed.

Type the information needed and ALWAYS include name or initials and the date for a reference.

To exit the note, press <ESCAPE> and the system prompts to save the note. Enter "Y" and <F6 - NOTES> displays in red on the Change Individual/Group Reservation screen.

Press <F6 - NOTES> again to access the note. Move the cursor to a free spot and add more information.

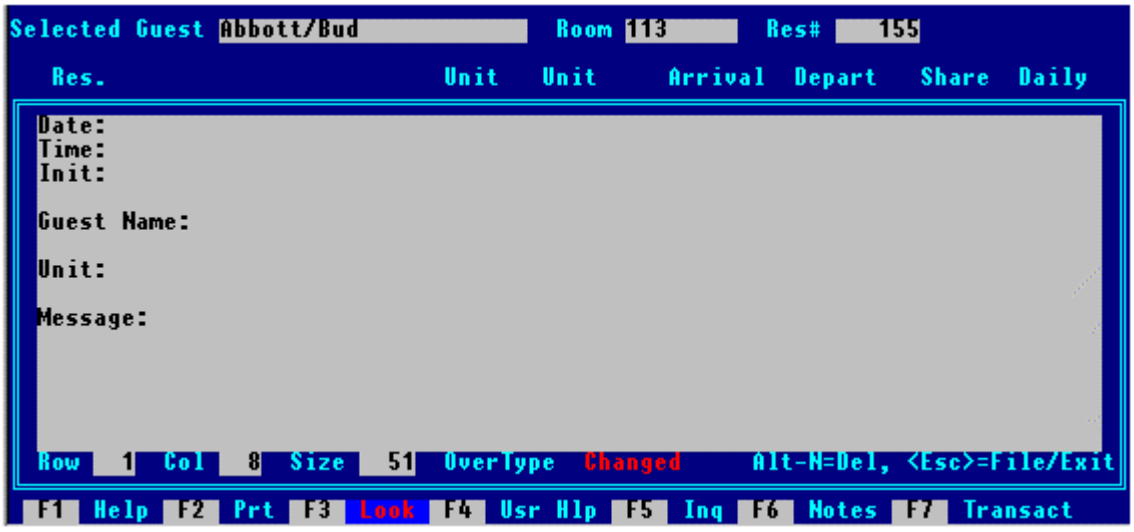
To delete the note, press <Alt><N>.

Access to <F6 - NOTES>

A note can be accessed from the Change Individual/Group Reservation screen, from the full reservation screen, and from <F5 - INQUIRE>.

Notes can be added to rooms, group masters, guest history records, travel agents, owners, and vendors as well as reservations.

<F6 - NOTES> Screen with Template



CONFIGURING COMMENT FIELDS

Comment fields can use <F3 - LOOK> tables in order to standardize the data entered. Standardizing entry reduces keystrokes and improves the look of reports.

Example: Comment-4 is used to record airline information. The property is located near a small airport with limited commercial service. The shuttle service uses the information in Comment-4 to know when to pick up arriving guests. Steps:

1. Choose Option 090 on the System Manager Menu.

2. Enter U for Update.

3. Enter E1 as the table to update. The system displays “Invalid Table.”

4. Press <Alt> and <C> at the same time.

5. Enter a short table title, “Airline Information” and press <ENTER>.

6. Press <ESCAPE> at the “Delete, Change, List, Print, Sub-records” prompt.

7. Enter E1 again as the table number. The table is now in “friendly mode”.

8. Enter S for sub-record.

9. Enter an abbreviation for each possible entry to the comment field:
   D - Delta Airlines
   A - American Airlines
   U - Roomed Airlines

10. Enter the entire name in the description field for each sub-record.

When a reservation is entered, <F3 - LOOK> is available for Comment-4, displaying the possible airlines in a standardized form. Use the <DNARROW> key to highlight the correct airline and press <ENTER>. The airline name displays in the comment field.

The comment fields, corresponding tables, and field lengths are:

Comment Field	Table	Length	Comment Field	Table	Length
Comment-1	EF	20	Comment-10	E7	20
Comment-2	EG	12	Comment-11	E8	20
Comment-3	EH	12	Comment-12	E9	10
Comment-4	E1	20	Comment-13	EA	10
Comment-5	E2	20	Comment-14	EB	2
Comment-6	E3	20	Comment-15	EC	2
Comment-7	E4	20	Comment-16	ED	2
Comment-8	E5	20	Comment-17	EE	2
Coment-9	E6	20			

Allowing Free Form Text in Comment Fields with Tables

With an <F3 - LOOK> table activated, it is possible to allow users to enter free form text or an entry from the table. To activate this feature, add the tilde (~) character as a sub-record to the appropriate table.

For example, an <F3 - LOOK> table is created for a reservation comment field in order to track the airline guests are flying. The table does not contain a sub-record for Southwest Airlines. With the tilde (~) sub-record added, the front desk clerk can enter "Southwest" as the airline even though the sub-record does not exist in the <F3 - LOOK> table. The tilde sub-record appears similar to the following.

* UPDATE TABLFILE.DAT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
10:13 AM RDP090 12.00 (00060)
Table EG Comment 2 <F3> Look Up
Sub-record Number
(1)-Description Free Form

AVAILABILITY BOUNDARIES

RDP allows a reservation to be made over the span of 5.5 years. However, this 5.5-year availability span does not translate into 5.5 years in the future. The number of future months available for making a reservation changes monthly.

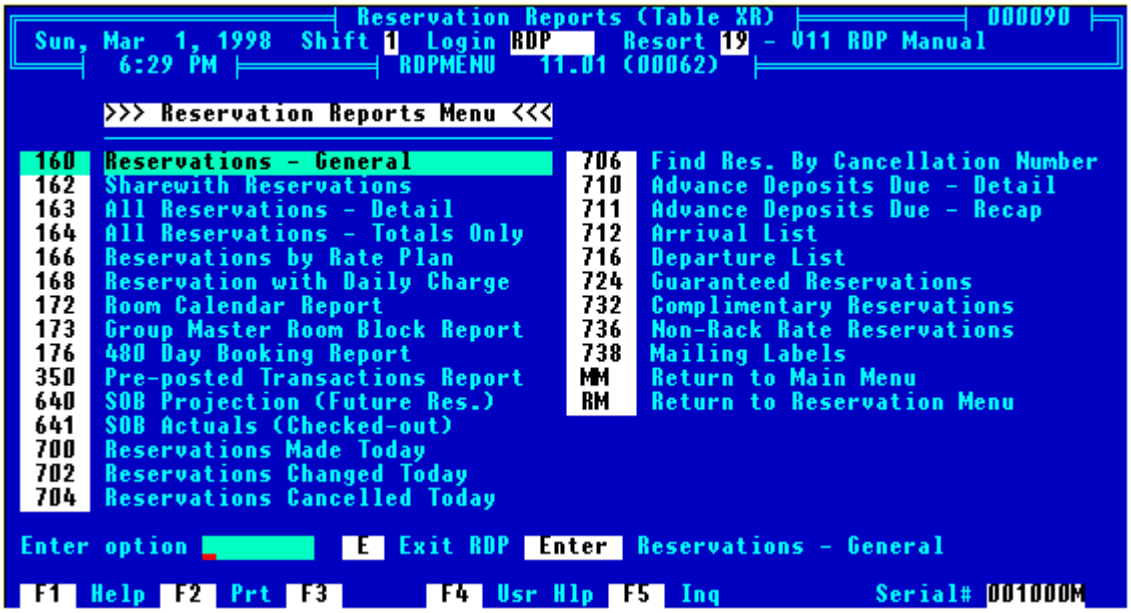
C1 sub-record 100 holds the beginning date of the availability bounds. This date is the last Sunday of the year, two years prior. For example, a system installed on October 31, 1996 would have a beginning availability date of Sunday, December 25, 1994. The availability bounds run from this beginning date for 2000 days (roughly 65 months). In order to determine how many months are available in the past and future, use a chart similar to the following:

Month/Year	Months In Past	Months in Future	Total Months (65 Mths = 2000 Days - Approx.)
October/1996	21	43	65
November/1996	22	42	65
December/1996	23	41	65
January/1997	12	53	65
February/1997	13	52	65
March/1997	14	51	65
April/1997	15	50	65
May/1997	16	49	65
June/1997	17	48	65
July/1997	18	47	65
August/1997	19	46	65
September/1997	20	45	65
October/1997	21	44	65
November/1997	22	43	65
December/1997	23	44	65
January/1998	12	53	65

Notice at the beginning of the chart, it is possible to make a reservation roughly 21 months in the past (12/94 - 10/96) and 43 months in the future (the end of the 2000 day - 65 month - availability bounds). From this starting month, the number of months available in the past increments by one and the number of months available in the future decreases by one. This trend continues until January, when the availability bounds shift 12 months to the future and the pattern repeats itself.

RESERVATION REPORTS

The RDP system has several standard reports. Standard Reservation Reports include:


Reservation Reports (Table XR)
000090
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
6:29 PM RDPMENU 11.01 (00062)
>>> Reservation Reports Menu <<<
160 Reservations - General
162 Sharewith Reservations
163 All Reservations - Detail
164 All Reservations - Totals Only
166 Reservations by Rate Plan
168 Reservation with Daily Charge
172 Room Calendar Report
173 Group Master Room Block Report
176 480 Day Booking Report
350 Pre-posted Transactions Report
640 SOB Projection (Future Res.)
641 SOB Actuals (Checked-out)
700 Reservations Made Today
702 Reservations Changed Today
704 Reservations Cancelled Today
706 Find Res. By Cancellation Number
710 Advance Deposits Due - Detail
711 Advance Deposits Due - Recap
712 Arrival List
716 Departure List
724 Guaranteed Reservations
732 Complimentary Reservations
736 Non-Rack Rate Reservations
738 Mailing Labels
MM Return to Main Menu
RM Return to Reservation Menu
Enter option
E Exit RDP
Enter Reservations - General
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial# 001000M

FRONT DESK

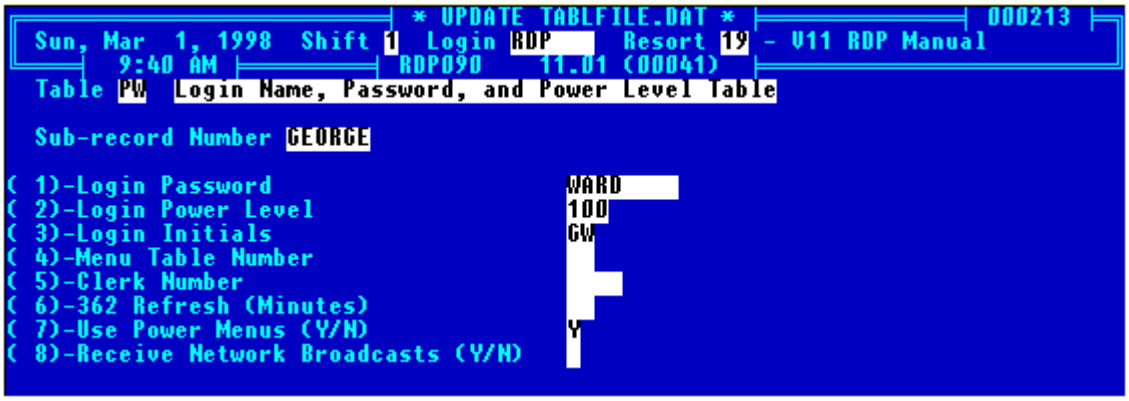
OVERVIEW

This chapter provides an introduction to front desk functions within the RDP system. The following topics are covered:

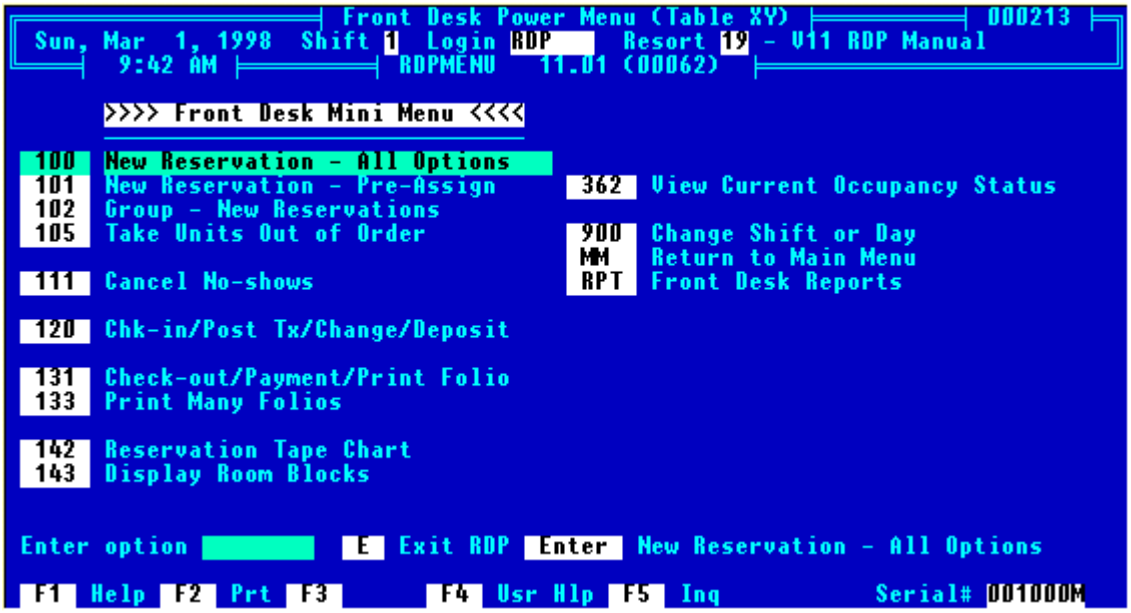
Overview of Front Desk Menu
Walk-in Reservation
Check-In Individual Reservation
Adjust Room Rates
Group Leader Rooming Lists & Check-In
Three Individual Folios
Transactions
Posting an Incidental Charge Automatically
Other 120 Power User Options
Checkout Individual Reservation
Un-Checkout a Reservation
Show Cash Back at Checkout
Other 131 Power User Options
RDP131 Change Individual/Group Reservation Screen
Mark Units Clean
Shift Closing
House Status Screen
Reservation Tape Chart
Front Desk Reports

OVERVIEW OF FRONT DESK MENU

The Front Desk Menu is accessed using Option #2 from the RDP Main Functions Menu. Like the Reservation Menu, there is a standard Front Desk Menu and a Front Desk Power Menu with fewer options. Which menu a particular user accesses is determined in the PW table. With field #7, "Use Power Menus", set to "Y", the user sees the Front Desk Power Menu seen below.


* UPDATE TABLFILE.DAT *
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
9:40 AM RDP090 11.01 (00041)
Table PW Login Name, Password, and Power Level Table
Sub-record Number GEORGE
(1)-Login Password WARD
(2)-Login Power Level 100
(3)-Login Initials GW
(4)-Menu Table Number
(5)-Clerk Number
(6)-362 Refresh (Minutes)
(7)-Use Power Menus (Y/N) Y
(8)-Receive Network Broadcasts (Y/N)

Front Desk Power Menu


Front Desk Power Menu (Table XY)
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
9:42 AM RDPMENU 11.01 (00062)
>>>> Front Desk Mini Menu <<<<
100 New Reservation - All Options
101 New Reservation - Pre-Assign
102 Group - New Reservations
105 Take Units Out of Order
111 Cancel No-shows
120 Chk-in/Post Tx/Change/Deposit
131 Check-out/Payment/Print Folio
133 Print Many Folios
142 Reservation Tape Chart
143 Display Room Blocks
362 View Current Occupancy Status
900 Change Shift or Day
MM Return to Main Menu
RPT Front Desk Reports
Enter option
E Exit RDP
Enter New Reservation - All Options
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial# 001000M

With field #7 set to "N", the Standard Front Desk Menu is displayed.

Standard Front Desk Menu

Front Desk Menu (Table X2)
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
9:43 AM RDPMENU 11.01 (00062)
>>>> Front Desk Menu <<<<
100 Future Reservation
101 Walk-up Guest (No Res.)
110 Cancel Reservation
111 Cancel No-shows
112 Un-cancel a Reservation
115 Inquire on Guest/Reservation
116 Inquire on Non-Active Res.
120 Check-in/Change Res. Info.
121 Check-in Entire Group
122 Add New Share-with to Res.
123 Change Share-with
124 Add Another Room to a Res.
128 Convert Pre-assign to Inv.
129 Payment from Guest
130 Print Guest Folio
131 Check-out & Print Folio
132 Check-out Entire Group
133 Print Many Folios
142 Reservation Tape Chart
143 Display Room Blocks
210 Post Charges to Guest Folio
362 View Current Occupancy Status
900 Change Shift or Day
MM Return to Main Menu
RPT Front Desk Reports
Enter option
E Exit RDP
Enter Future Reservation
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial# 001000M

WALK-IN RESERVATION

1. Use Option 101 on the Front Desk Menu to make a walk-in reservation. The system automatically makes a pre-assign reservation and the cursor moves to the Travel Agent, Guest Name, and Group Master screen.

2. Since there are no travel agents on walk-in reservations, press <PGDN> to move the cursor to the Guest Name field. Enter the guest name as last name, slash "/", first name, i.e. - Smith/Mary and press <ENTER>.

3. The system automatically searches guest history for the closest alphabetic match and displays a list of names in alphabetical order. If the guest has stayed at the hotel previously, highlight the guest name from the list and press <ENTER> to load guest history information including address, credit card, rate plan, and comments. Using the guest history information saves time entering data and completing the walk-in.

4. If the guest is NOT associated with a group, press <ENTER> twice or <PGDN> to move to the arrival date screen. If the guest is associated with a group or company, enter the group master name and press <ENTER>. If the group is not found, the system displays the group list in master name order. Find the appropriate group and press <ENTER> to load the group information.

5. Press <ENTER> at the arrival date to accept the default arrival date of today.

6. Enter the number of nights or press <ENTER> to move the cursor to the departure date. The system calculates the departure date if the number of nights is entered or calculates the number of nights if the departure date is entered.

7. Enter the number of people in each classification.

8. Enter the unit type for the reservation. From the yield management screen, find the appropriate rate and press <F12 - SELECT RATES> to move to the “Available Rooms” screen.

9. The system next displays the list of available rooms by unit type for the dates of the reservation.

10. Highlight the correct unit and press <ENTER>.

11. Press <ENTER> on the tax field if the reservation should be taxed. Enter “TZ” if the reservation is tax exempt.

12. Next, complete the deposit option:

Settlement	**Explanation**
Guest Pays Cash	Enter "2" - "Collect Payment Now" and enter the actual amount received from the guest.
Guest Uses Credit Card	If the new credit card interface is installed and the property authorizes credit cards at check-in, choose option "3" - "PreAuthorize Credit Card". The RDP system prompts the clerk to enter the pre-authorized amount. Next, either enter the card from the keyboard or swipe the card. Now, the interface sends the credit card name, number, expiration date and authorization amount to the processor through an "xxxxx.IN" file. When the authorization is complete, the credit card authorization amount and number are stored on the reservation. If the credit card interface is NOT installed, choose option "4" - "None". Perform the credit card authorization independently from the RDP system. The authorization amount and number can be entered on the reservation with Option 120 after the reservation is checked-in.

13. Complete the address information. To quickly finish the reservation, press <PGDN> twice and use option “C” for check-in.

14. At the reservation complete box, use <F10> to print a registration card for the guest.

CHECK-IN INDIVIDUAL RESERVATION

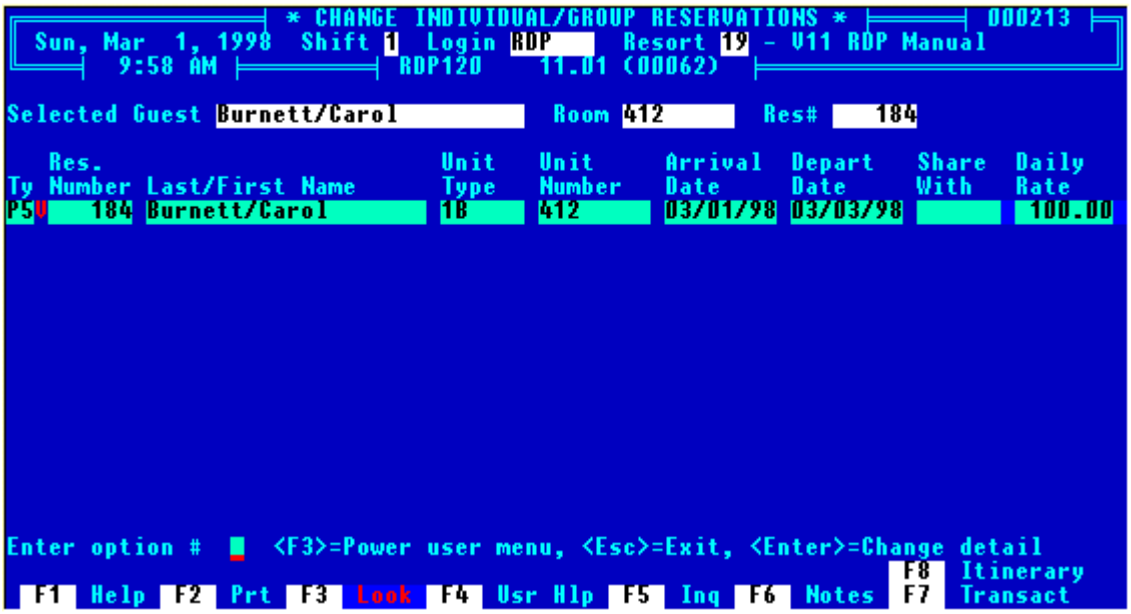
There are two main programs used by the front desk, options 120 and 131. Both use a power user menu to allow multiple changes to the same reservation. Various changes can be made with option 120, including check-in, rate adjustments, post charges, change rooms, apply payment, print folio, etc. Option 131 has fewer options in its power user menu and is used to checkout, post charges, apply payments, print folios, etc. All power user options are covered in this chapter or in the ***Reservations*** chapter. Generally, the morning shift will use option 131 for checking guests out and the afternoon, or second shift, will use option 120 for check-ins.

There are two ways to check-in a reservation:

- Power user option 8-Check-in reservation with Option 120, or
- Option “C” for check-in from full screen change mode.

Power User Option 8 - Check-In Reservation

Use Option 120 from the Front Desk Menu and access the guest by name or reservation number. After finding the reservation, the system displays the Change Individual/Group Reservation screen:


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
9:58 AM RDP120 11.01 (00062)
Selected Guest Burnett/Carol Room 412 Res# 184
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date Share With Daily Rate
P5V 184 Burnett/Carol 1B 412 03/01/98 03/03/98 100.00
Enter option # <F3>=Power user menu, <Esc>=Exit, <Enter>=Change detail
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F8 Itinerary F7 Transact

Press <F3> for a list of power user options:

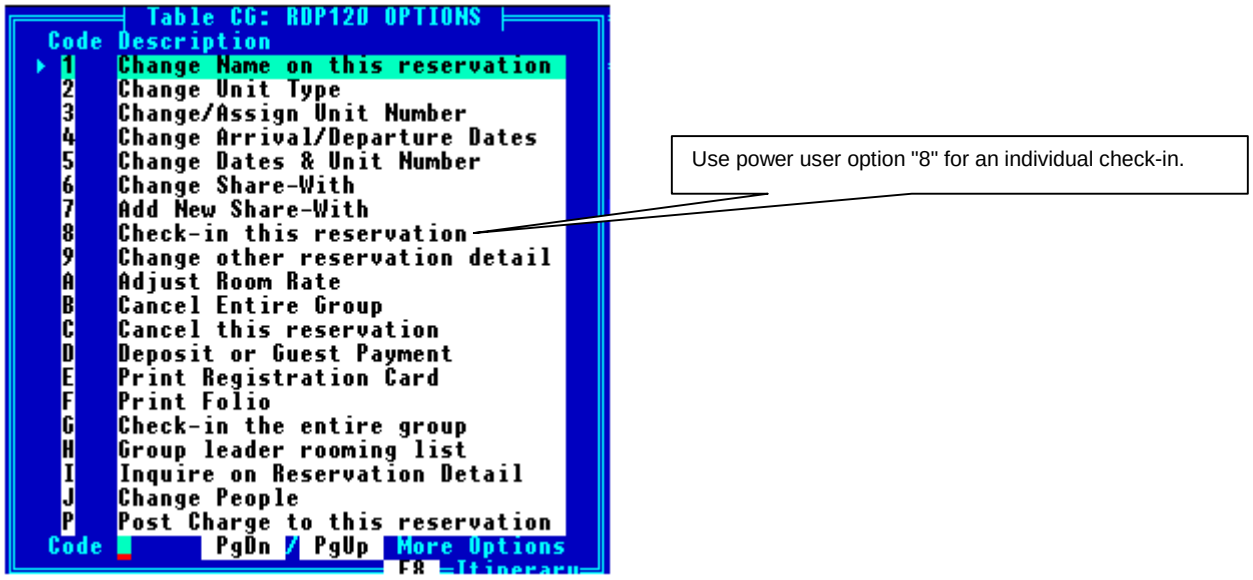
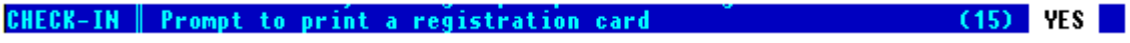


Table CG: RDP120 OPTIONS
Code Description
1 Change Name on this reservation
2 Change Unit Type
3 Change/Assign Unit Number
4 Change Arrival/Departure Dates
5 Change Dates & Unit Number
6 Change Share-With
7 Add New Share-With
8 Check-in this reservation
9 Change other reservation detail
A Adjust Room Rate
B Cancel Entire Group
C Cancel this reservation
D Deposit or Guest Payment
E Print Registration Card
F Print Folio
G Check-in the entire group
H Group leader rooming list
I Inquire on Reservation Detail
J Change People
P Post Charge to this reservation
Code PgDn / PgUp More Options
Use power user option "8" for an individual check-in.

After choosing option 8, the system prompts change based on the following switches:

Switch #319-2

Switch #419-15



Switch #421-6

With the above switches set to yes, and the system configured to prompt for a credit limit at check-in, the system displays the following prompts when checking a guest in

Checking-in Res# 180 Guest Conway/Tim Ind. Bal. Due 114.00
No credit card - Do you wish to add a card now? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

The above prompt is only displayed when the credit card field is blank. If a credit card exists on the reservation, the system prompts for credit card verification.

Next, the system prompts for the guest payment information.

Checking-in Res# 180 Guest Conway/Tim Ind. Bal. Due 114.00
1=Collect Payment now, 2=Authorize CCard, 3=Neither
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Choose the appropriate payment method:

1=Collect Payment Now

Typically, if the guest is paying cash, they pay at check-in. The individual balance due is displayed and the system prompts for the amount received. The default amount is the individual balance due. Press <ENTER> to accept the default if the guest is paying the full amount and choose the payment method (cash, check, credit card, etc.).

2=Pre-authorize CCard

If the credit card interface module is installed and the guest is using a credit card, choose option "2" - "Pre-Authorize CCard". The system prompts for the authorization amount. The default amount depends upon the individual balance due and the system's configuration. Use sub-record "ADDPRE" in Table C1 to "pad" the individual balance due. Enter either a percentage or a flat dollar amount that should be added to the authorized amount. Press <ENTER> to use the default authorization amount or enter an amount from the keyboard.

3=Neither

If the guest is not making a payment or the credit card interface module is NOT installed, choose option "3" - "Neither" and continue the check-in.

In order for the system to prompt for a credit limit at check-in, follow these steps:

1. From the System Manager Menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update System Tables".
3. Enter table number "C1".
4. Add a new sub-record, CRLIM1. Sub-record CRLIM1 is the default credit limit for cash paying customers (designated by a blank credit card field). Most properties set this sub-record to $0.00.
5. Add another sub-record, CRLIM2. Sub-record CRLIM2 is the default credit limit for guests with a credit card on their reservation. A dollar amount can either be entered in field #1, or the word "PROMPT". With "PROMPT", the above display appears at check-in.

After the credit limit is set, the system prompts for two user-defined comment fields. For example, if clerks need to be reminded to track the number of keys issued as well as entering a license plate number, these two comment fields can be displayed as part of the check-in process.

By setting switch #421-6 to YES, the system automatically prompts for comments 8 and 14. However, in order to change the field labels on the screen during check-in, add a new sub-record to the C1 table, CKIPMT. Enter the comment field labels in the "Special Data" fields, separated by a comma.

The last step in this check-in scenario is to prompt for printing a registration card. This option works well with a dedicated registration card printer and if the cards are not pre-printed as part of the night audit.

Inventory Reservations

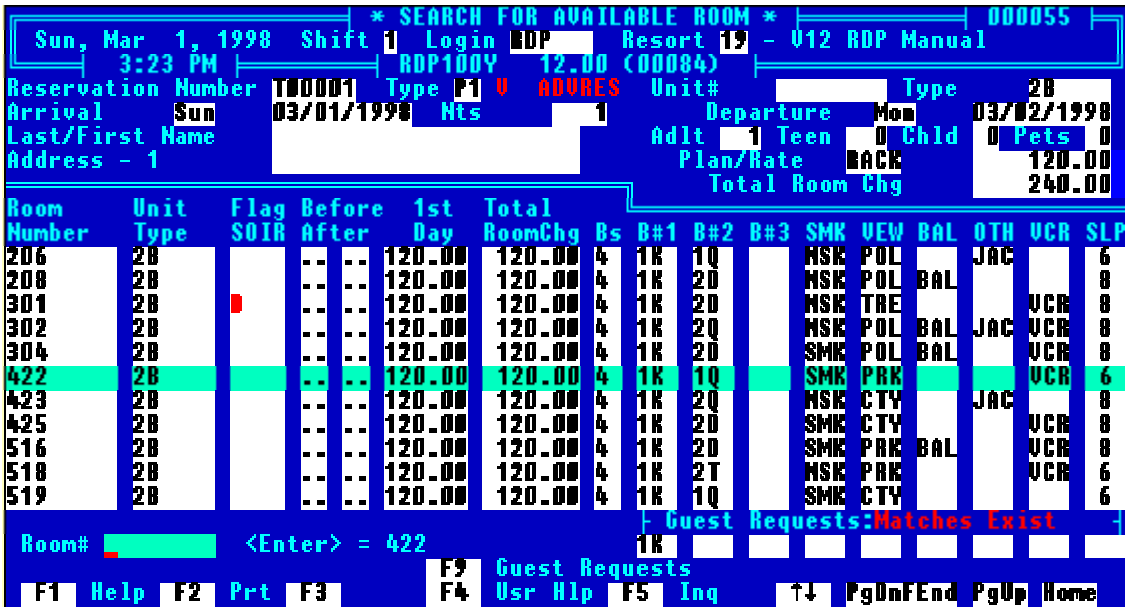
If the reservation is still an inventory reservation, power user option "8" - "Check-in this Reservation" displays the prompts associated with power user option "3" - "Change/Assign Unit Number", explained in detail in the ***Reservations*** chapter.

The system displays the room number prompt. Enter the room number if known or press <ENTER> to display available rooms by type.

At the room type field, there are four options:

Option	Description
<ENTER>	Press <ENTER> to search for a room in the type already assigned to the reservation. The existing room type is the default for this prompt.
New Unit Type	Enter a different room type than that already assigned.
<F3 - LOOK>	Press <F3 - LOOK> and list all room types in the system. Highlight a room type and press <ENTER> to list available rooms.
"*"	Enter an asterisk "*" to list all rooms available for the dates on the reservation regardless of type.

Next, the system displays available rooms. With the "Guest Request" feature activated, the system only displays rooms that meet the guest request criteria. To change these settings, either access field #70 (Request) on the first reservation screen, or press <F9 - GUEST REQUESTS> from the "Search for Available Room" screen seen below.

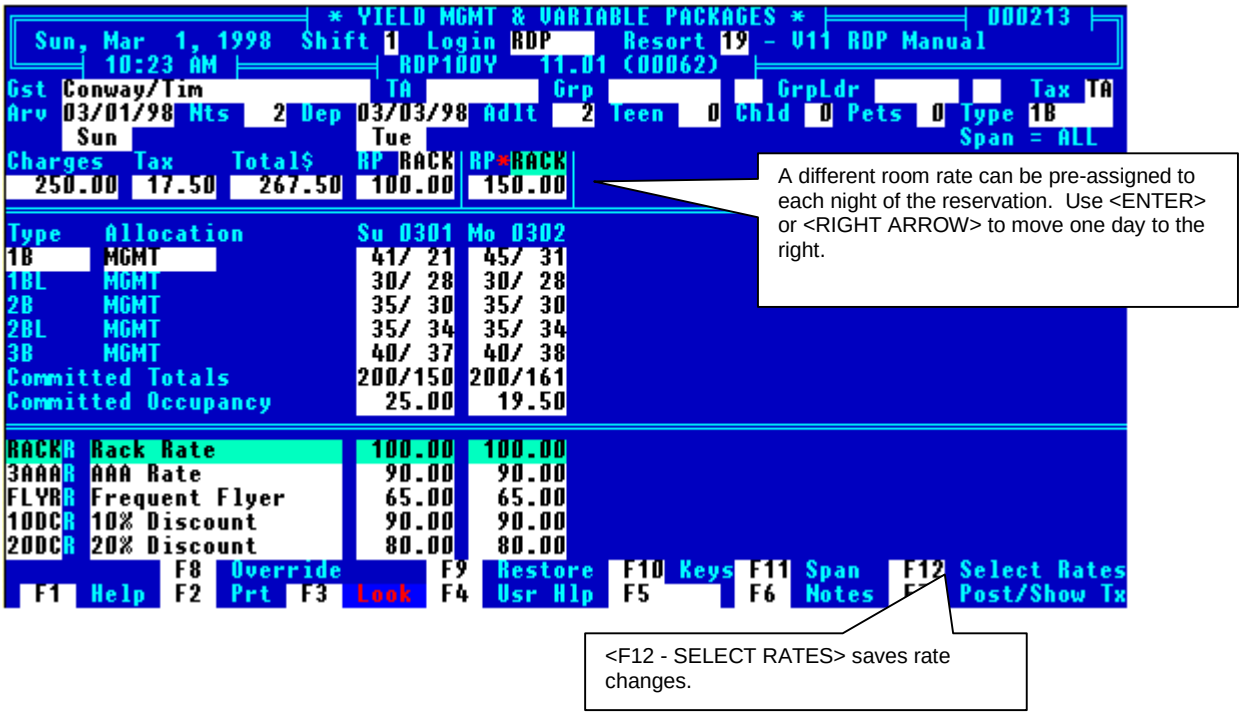

* SEARCH FOR AVAILABLE ROOM *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:23 PM RDP100Y 12.00 (00084)
Reservation Number T#00001 Type P1 V ADVRES Unit# Type 2B
Arrival Sun 03/01/1998 Nts 1 Departure Mon 03/02/1998
Last/First Name Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 Plan/Rate BACK 120.00
Total Room Chg 240.00
Room Number | Unit Type | Flag SOIR | Before After | 1st Day | Total RoomChg | Bs | B#1 | B#2 | B#3 | SMK | VEW | BAL | OTH | VCR | SLP
206 2B .. .. 120.00 120.00 4 1K 1Q MSK POL JAC 6
208 2B .. .. 120.00 120.00 4 1K 2D MSK POL BAL 8
301 2B .. .. 120.00 120.00 4 1K 2D MSK TRE VCR 8
302 2B .. .. 120.00 120.00 4 1K 2Q MSK POL BAL JAC VCR 8
304 2B .. .. 120.00 120.00 4 1K 2D SMK POL BAL VCR 8
422 2B .. .. 120.00 120.00 4 1K 1Q SMK PRK VCR 6
423 2B .. .. 120.00 120.00 4 1K 2Q MSK CTY JAC 8
425 2B .. .. 120.00 120.00 4 1K 2D SMK CTY VCR 8
516 2B .. .. 120.00 120.00 4 1K 2D SMK PRK BAL VCR 8
518 2B .. .. 120.00 120.00 4 1K 2T MSK PRK VCR 6
519 2B .. .. 120.00 120.00 4 1K 1Q SMK CTY 6
Guest Requests:Matches Exist
Room# <Enter> = 422
F9 Guest Requests
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq ↑↓ PgDnFEnd PgUp Home

The flags displayed in the third column are:

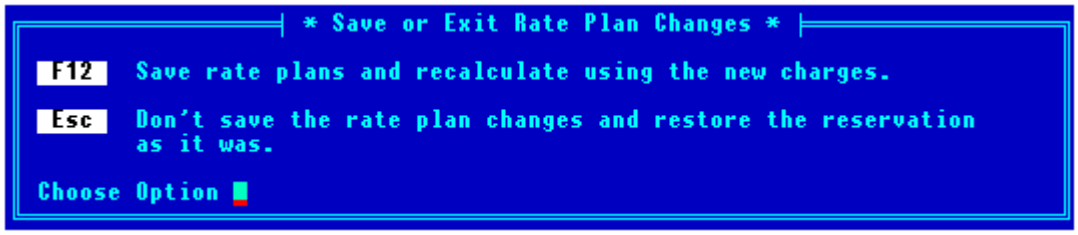
Flag	Description
S	A "D" indicates the system is showing the room as dirty. A blank indicates a clean room.
O	The room is currently occupied. However, the guest is scheduled to checkout. A reservation may be made for this room. However, the guest cannot be checked in until the current guest checks-out.
I	An inventory problem exists, i.e. - the room type is overbooked.
R	Rates have not been defined.

ADJUST ROOM RATES

In order to adjust the room rate on one or several nights of a reservation, use option 120 to access the desired reservation by either name, reservation number, or room number (if checked-in). Once the guest is accessed with option 120, use power user option "A" - "Adjust Room Rate". All yield management functions are active, including pre-scheduled rate changes, span, override, and restore.


* YIELD MGMT & VARIABLE PACKAGES *
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
10:23 AM RDP100Y 11.01 (00062)
Gst Conway/Tim TA Grp GrpLdr Tax TA
Arv 03/01/98 Nts 2 Dep 03/03/98 Adlt 2 Teen 0 Chld 0 Pets 0 Type 1B
Sun Tue Span = ALL
Charges Tax Total$ RP RACK RP*RACK
250.00 17.50 267.50 100.00 150.00
Type Allocation Su 0301 Mo 0302
1B MGMT 41/ 21 45/ 31
1BL MGMT 30/ 28 30/ 28
2B MGMT 35/ 30 35/ 30
2BL MGMT 35/ 34 35/ 34
3B MGMT 40/ 37 40/ 38
Committed Totals 200/150 200/161
Committed Occupancy 25.00 19.50
RACKR Rack Rate 100.00 100.00
3AAAR AAA Rate 90.00 90.00
FLYRR Frequent Flyer 65.00 65.00
10DCR 10% Discount 90.00 90.00
20DCR 20% Discount 80.00 80.00
F8 Override F9 Restore F10 Keys F11 Span F12 Select Rates
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 F6 Notes Post/Show Tx
A different room rate can be pre-assigned to each night of the reservation. Use <ENTER> or <RIGHT ARROW> to move one day to the right.
<F12 - SELECT RATES> saves rate changes.

Once the correct rate is assigned to each night of the stay, press <F12> to save the changes, and the following prompt appears:


* Save or Exit Rate Plan Changes *
F12 Save rate plans and recalculate using the new charges.
Esc Don't save the rate plan changes and restore the reservation as it was.
Choose Option

Press <F12 - SELECT RATES> again to save the rate changes.

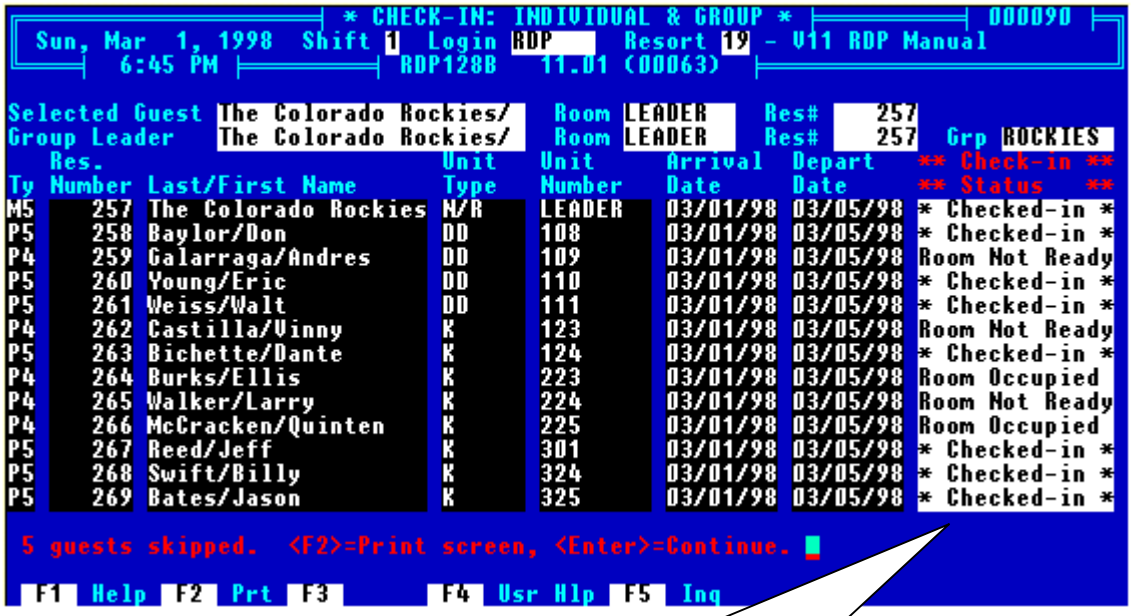
Use <F9> to restore rates to their original settings prior to saving with <F12 - SELECT RATES>.

GROUP LEADER ROOMING LISTS & CHECK-IN

The group leader rooming list feature was added in version 10.08 in order to simplify the process of adding a rooming list. Instead of having to highlight each reservation and use power user option 1 - Change Name on Reservation, simply use option H to change each name in one step. Power user option H uses the following "Rooming List by Group Leader" display box:

** ROOMING LIST BY GROUP LEADER **
Res# 78 Res Type M6 Checked In
Arrival 02/24/98 Departure 03/02/98
Room# LEADER Room Type N/R
Current Name The Monkees 02-24-98/
New Name
Enter new name and press <Enter>.
↓ Next Name ↑ Previous Name
Esc Exit

On the day of arrival, use power user option G - Group Check-In for checking the entire group in at once. The system automatically checks in all reservations, the only exceptions being reservations in rooms that are still marked as dirty, rooms that are still occupied, or reservations without a unit number assigned. A screen similar to the following displays during group check-in.


* CHECK-IN: INDIVIDUAL & GROUP *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
6:45 PM RDP128B 11.01 (00063)
Selected Guest The Colorado Rockies/ Room LEADER Res# 257
Group Leader The Colorado Rockies/ Room LEADER Res# 257 Grp ROCKIES
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date ** Check-in Status **
M5 257 The Colorado Rockies N/R LEADER 03/01/98 03/05/98 * Checked-in *
P5 258 Baylor/Don DD 108 03/01/98 03/05/98 * Checked-in *
P4 259 Galarraga/Andres DD 109 03/01/98 03/05/98 Room Not Ready
P5 260 Young/Eric DD 110 03/01/98 03/05/98 * Checked-in *
P5 261 Weiss/Walt DD 111 03/01/98 03/05/98 * Checked-in *
P4 262 Castilla/Vinny K 123 03/01/98 03/05/98 Room Not Ready
P5 263 Bichette/Dante K 124 03/01/98 03/05/98 * Checked-in *
P4 264 Burks/Ellis K 223 03/01/98 03/05/98 Room Occupied
P4 265 Walker/Larry K 224 03/01/98 03/05/98 Room Not Ready
P4 266 McCracken/Quinten K 225 03/01/98 03/05/98 Room Occupied
P5 267 Reed/Jeff K 301 03/01/98 03/05/98 * Checked-in *
P5 268 Swift/Billy K 324 03/01/98 03/05/98 * Checked-in *
P5 269 Bates/Jason K 325 03/01/98 03/05/98 * Checked-in *
5 guests skipped. <F2>=Print screen, <Enter>=Continue.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

The system displays the check-in status to the right of each group member.

THREE INDIVIDUAL FOLIOS

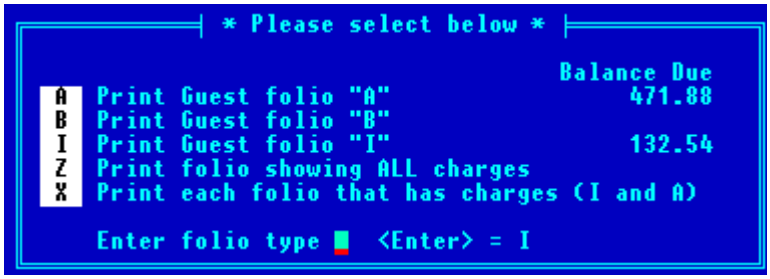
Two additional individual folios have been added to the Version 12.01 system. These folios are designated as "A" and "B" and are displayed on the first reservation screen.

* CHANGE RESERVATION DETAIL *
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
4:09 PM RDP120E 12.00 (00066)
Reservation Number 175 Type P4 V ADDRES Unit# (1) 223 Type (2) 1B
Arrival Mon (3) 04/20/1998 Nts (3) 2 Departure Wed (3) 04/22/1998
Last/First Name(16) Abbott/Bud (4) Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 (17) 555 Costello Drive Plan/Rate(5) RACK (6) 75.00
Address - 2 (18) Total Room Chg (7) 150.00
City Name (19) Hollywood State(20) CA Other Charges 0.00
Zip & Country (21) 92315 (22) Sec. Deposit 0.00
Home/Bus Phone (23) 906-433-8588 (24) Total Tax (8) TA 10.50
Total Charge 160.50
Deposit (9) 100.00
Total Balance Due 60.50
Deposit Date (10) ** PAID **
GrpMst(11) -100.00
Conf. (12) 0.00
GrpLdr (13) 0.00
Guest Folio A (14) IP 0.00
Guest Folio B (15) IP 0.00
Guest Folio I 160.50
Pre-deduct Agent Comm 0.00
Folios A and B have been added to the first reservation screen. In addition, all pay codes are displayed on the first reservation screen.
Housekeeping (40)
Comment-2 (41)
Comment-3 (42)
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact F8 Itinerary

Folios "A" and "B" are useful for guests who request separate folios for incidentals and room charges. For example, the business traveler who pays for room charges with a corporate credit card and incidentals with a personal card. With group pay codes, charges can automatically be transferred to specific folios. In addition, separate folios may be printed, one with only room charges, and one with incidentals. Up to three individual folios may be defined per reservation, i.e. - one for phone calls, one for room charges, and one for all other incidentals.

Folios A, B, I and Checkout

Any time a balance exists in more than one folio, the system displays the following prompt when printing a folio.


* Please select below *
Balance Due
A Print Guest folio "A" 471.88
B Print Guest folio "B"
I Print Guest folio "I" 132.54
Z Print folio showing ALL charges
X Print each folio that has charges (I and A)
Enter folio type <Enter> = I

With the above window, any folio with a balance can be printed. Also, during checkout, the system prompts for separate payments for each individual folio. With these additional prompts, the front desk can easily take two payments, one with a corporate credit card and one with an individual card.

TRANSACTIONS

All of the amounts on the first reservation screen are based on transactions. Transactions are either charges, payments, or transfers. Once a reservation is checked-in, the <F8 - CHANGE> delete option does NOT delete transactions. Instead, offsetting transactions are automatically posted in order to keep the general ledger in balance.

Transactions may be posted to future, checked-in, and checked-out reservations. Transactions posted to future reservations DO NOT show on audit reports until the reservation is checked-in. These "pre-posted" transactions have an "*" in the pre-posted field on the transaction detail screen. Beginning with Version 10, all RDP systems became transaction-based. These "pre-posted" transactions are used to forecast revenue on the "360" - "Occupancy Forecast Report". Print Report "350" - "Pre-Posted Transactions" for a listing of future reservations with transactions other than room & tax.

The "360" - "Occupancy Forecast" report is located on the Night Audit Reports Menu, the "350" - "Pre-Posted Transactions" report is found on the Reservation Reports Menu.

<F7 - TRANSACTIONS>

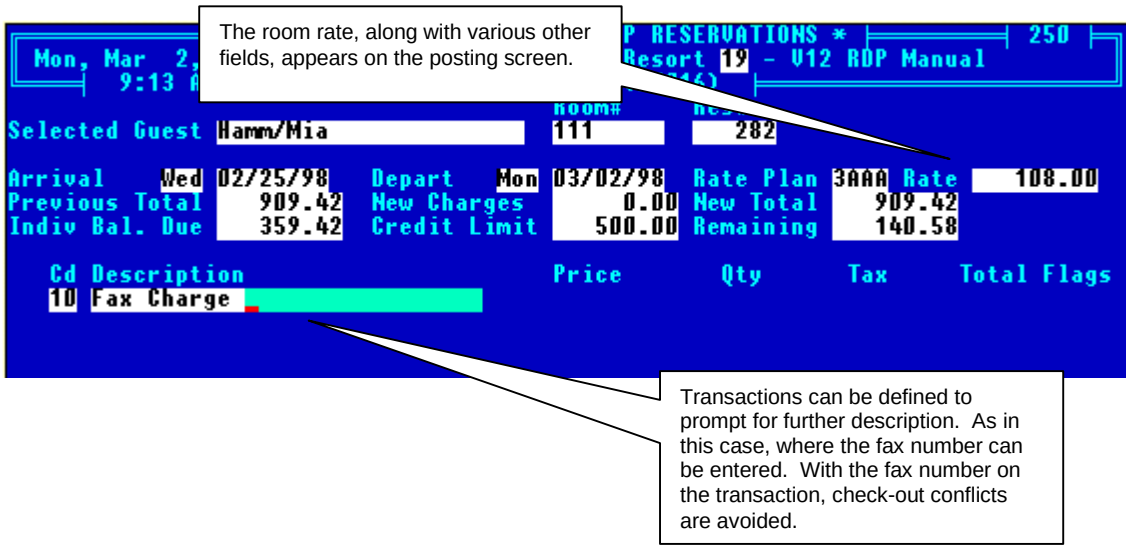
Transactions can be displayed throughout the system, including:

- At the 120 or 131 Change Individual/Group Reservation screen
- The first or second reservation screens in full screen change mode
- From <F5 - INQUIRE>

Press <F7> to display transactions on a reservation anytime <F7 - TRANSACTIONS> displays with the list of function keys at the bottom of the screen.

Posting Transactions

Transactions posted to checked-in and checked-out reservations are counted on the current day's audit reports. Use power user option P - Post Transaction from Option 120 or Option 131. Power user option P is on both menus to facilitate posting transactions at check-in and checkout.


The room rate, along with various other fields, appears on the posting screen.
P RESERVATIONS *
250
Mon, Mar 2,
Resort 19 - V12 RDP Manual
Selected Guest Hamm/Mia
111
282
Arrival Wed 02/25/98
Depart Mon 03/02/98
Rate Plan 3AAA Rate 108.00
Previous Total 909.42
New Charges 0.00
New Total 909.42
Indiv Bal. Due 359.42
Credit Limit 500.00
Remaining 140.58
Cd Description
Price
Qty
Tax
Total Flags
10 Fax Charge
Transactions can be defined to prompt for further description. As in this case, where the fax number can be entered. With the fax number on the transaction, check-out conflicts are avoided.

Field	Entry
Cd	Enter the 2-character transaction code or press <F3 - LOOK> for the list of guest transaction codes defined in the system. Highlight the correct code and press <ENTER>.
Description	The system automatically fills in the description field. If the cursor stops in the middle of the description, enter a reference for this transaction such as a receipt number, date or explanation. The entire description prints on the guest folio.
Price	Enter the amount to charge the guest. If the transaction is a reversal or correction, enter a "-" before the price. The decimal point must be used. If the price has been defined in the transaction code, the cursor skips to the quantity field.
Quan.	Enter the quantity for the transaction. The system default is 1. Example: Guest has 5 fax pages at $3.50/page. The fax transaction code has 3.50 as the price. Enter 5 in quantity and the system multiplies the price times the quantity for a total extended cost of 17.50. A negative can also be entered in the quantity for posting a correction.

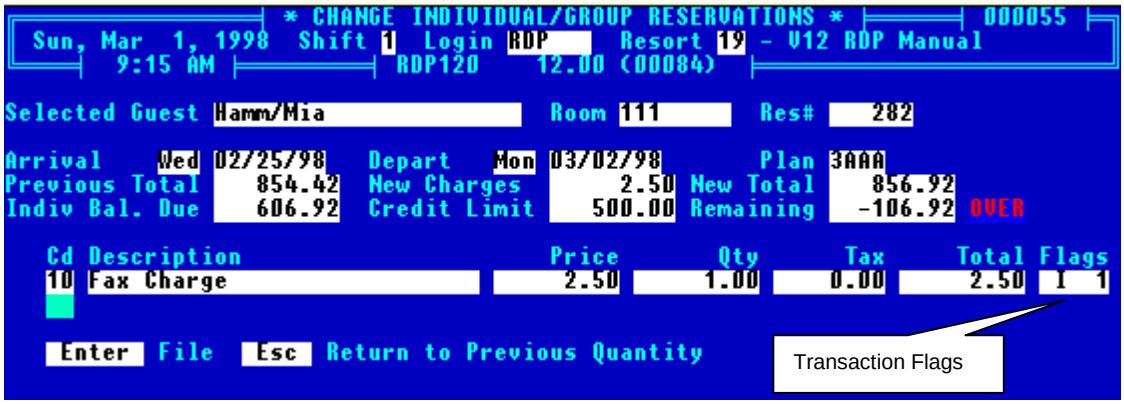
Press <ENTER> at the quantity field and the cursor moves to the next "cd" line. Press <ESCAPE> and the cursor moves back to the "Price" field.

Field	Entry
Tax	If the transaction code has a tax percentage, the system automatically calculates the tax based on the price multiplied by the quantity.
Total	The total field displays the total cost of the transaction including tax.
Flags	The flags indicate various attributes about the transaction. See the following section, ***Transaction Flags***, for additional information.
<ENTER>	Press <ENTER> to file and save the transaction(s) on the reservation.
<ESCAPE>	Press <ESCAPE> to delete the last transaction listed. Up to 10 transactions may be posted at a time.

After posting a transaction, pressing <ESCAPE> returns the cursor to the previous Quantity field.

Transaction Flags

Six flags are listed in the last column of the transaction screen:


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:15 AM RDP120 12.00 (00084)
Selected Guest Hamm/Mia Room 111 Res# 282
Arrival Wed 02/25/98 Depart Mon 03/02/98 Plan 3AAA
Previous Total 854.42 New Charges 2.50 New Total 856.92
Indiv Bal. Due 606.92 Credit Limit 500.00 Remaining -106.92 OVER
Cd Description Price Qty Tax Total Flags
10 Fax Charge 2.50 1.00 0.00 2.50 I 1
Enter File Esc Return to Previous Quantity
Transaction Flags

Flag	Description
1 - Package Flag	If the Enhanced Rates and Packages module is installed, the first flag has an "M" if the transaction is a variable rate transaction. The transaction may be a daily rate or a variable daily package. Miscellaneous guest folio transactions such as fax, restaurant, etc. are blank
2 - Paid By	Determines which entity is responsible for paying the transaction, I for Individual, A for Individual Folio A, B for Individual Folio B, L for Group Leader, C for Conference, or M for Group Master
3 - No Print	An "*" flags the transaction as "no-print" on the folio. Any transaction with an "*" will NOT print on the guest folio. All "no-print" transactions must equal zero.
4 - Package Master	If the Enhanced Rates and Packages module is installed and the transaction is a package, the fourth flag has either "V" for variable daily package or "R" for variable daily rate.
5 - Folio Bucket	Displays the folio bucket (0, 1, or 2) that the transaction accumulates to. For variable rate transaction codes (packages), the bucket is set to "V".

Balance Due Information on the Posting Screen

The posting screen displays several useful amounts:

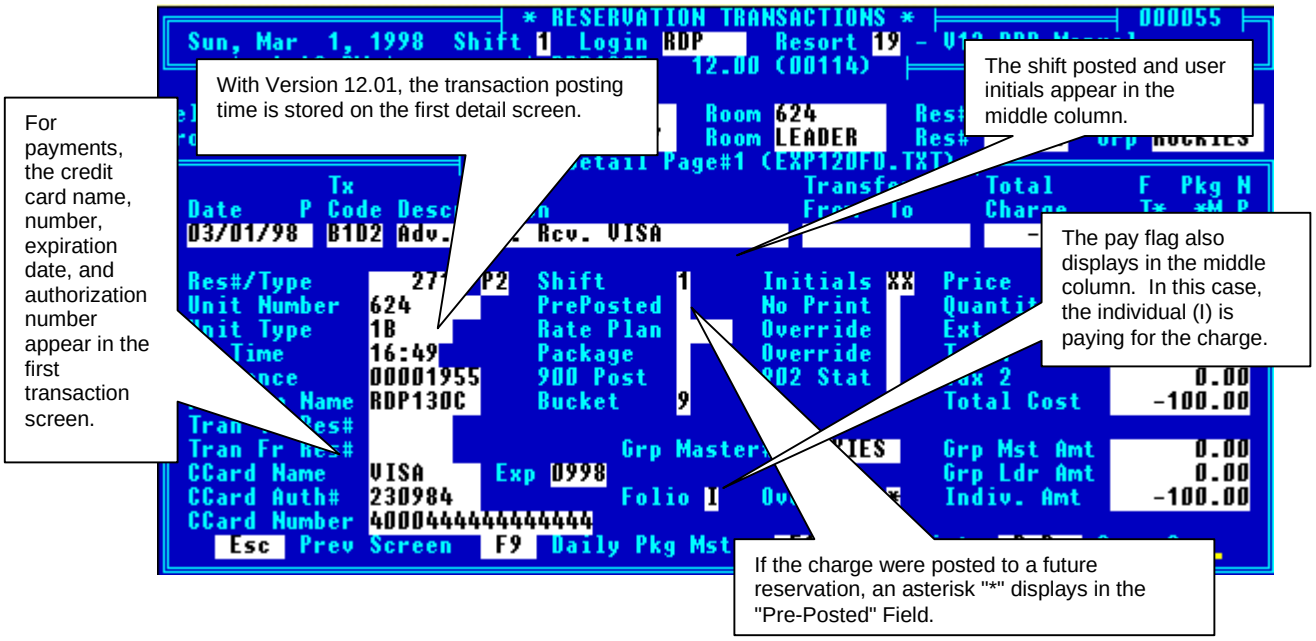
Field	Explanation
Total Bal. Due	The total balance due on the reservation.
New Charges	The total of the transactions posted on this screen. As each transaction is added, the New Charges amount increments.
New Total	The Total Bal. Due plus the New Charges equals the New Total amount. Again, as each transaction is posted, this amount changes.
Indiv. Bal. Due	The individual balance due on the reservation.
Credit Limit	The credit limit on the reservation. The credit limit is established at check-in.

Field	Explanation
Remaining	The individual balance due less the credit limit amount equals the remaining amount. If the credit limit has been exceeded, the remaining amount is negative and "OVER" flashes in red next to the amount. Use Report 756-Guest Over Credit Limit on the Front Desk Reports Menu to print a list of in-house guests over the credit limit.

Use the above fields to verify transactions posted to reservations. If reversing a charge, the balance due fields should reduce. Taking a few seconds to verify the balance due and new charges prior to filing saves reversing transactions and making corrections.

Transaction Detail

To view the transaction detail, highlight the transaction and press <F3 - DETAIL>. The following screen displays, with these fields:


* RESERVATION TRANSACTIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP
Resort 19
12.00 (00114)
Room 624
Room LEADER
Date P Code Desc
03/01/98 B1D2 Adv.
Rcv. VISA
Total Charge
Res#/Type
Unit Number 624
Unit Type 1B
Time 16:49
00001955
Name RDP130C
Shift 1
PrePosted
Rate Plan
Package
900 Post
Bucket 9
Initials XX
No Print
Override
Override
902 Stat
Price
Total Cost -100.00
Grp Mst Amt 0.00
Grp Ldr Amt 0.00
Indiv. Amt -100.00
CCard Name VISA
CCard Auth# 230984
CCard Number 4000444444444444
Exp 0998
Folio 1
Esc Prev Screen
F9 Daily Pkg Mst
For payments, the credit card name, number, expiration date, and authorization number appear in the first transaction screen.
With Version 12.01, the transaction posting time is stored on the first detail screen.
The shift posted and user initials appear in the middle column.
The pay flag also displays in the middle column. In this case, the individual (I) is paying for the charge.
If the charge were posted to a future reservation, an asterisk "*" displays in the "Pre-Posted" Field.

Field	Description
Shift/Init	The user's initials and posting shift display in the middle column.
Pay Flag	The pay flag indicates which entity is responsible for the transaction: group master (M), group leader (L), or individual (I). If an asterisk "*" displays next to the pay flag, the transaction has been manually overridden with <F8 - CHANGE PAY FLAG> key.
CCard Information	If the transaction is a credit card payment, the card name, number, expiration date, and authorization number display in the bottom left corner. Even if the guest makes payments with different credit cards, the system stores each card number with the corresponding transaction.
Pre-Posted?	If viewing a future reservation, all transactions from the guest ledger have an asterisk "*" in this field. Pre-posted transactions are NOT included in the audit reports until the reservation checks-in. At that time, the system removes the pre-posted flag and the transaction prints on various shift and audit reports that day.

If a reservation has a pre-scheduled rate change, the asterisk "" remains on the nightly room charges for future nights until they are posted. For example, if a reservation's first two nights are at $120.00 and the last night is at $150.00, the pre-posted flag would remain on the $150.00 room charge until the last night.*

Transaction Detail Screen #2

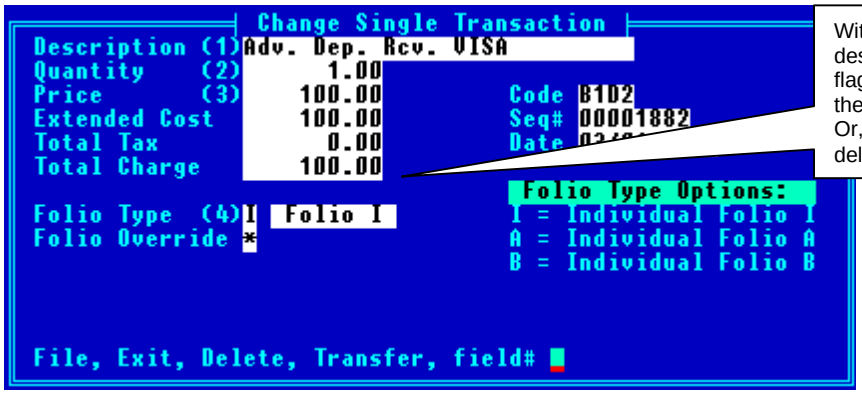
Press <PGDN> to view information regarding travel agent commission and owner revenue. Press <ESCAPE> to exit the detail screen and return to the transaction screen. Highlight a different transaction and press <F3> to view its detail.

Changing/Correcting Transactions

When transactions are viewed with <F7 - TRANSACTIONS>, additional function keys are active. Use <F8 - CHANGE> to correct previously posted transactions.

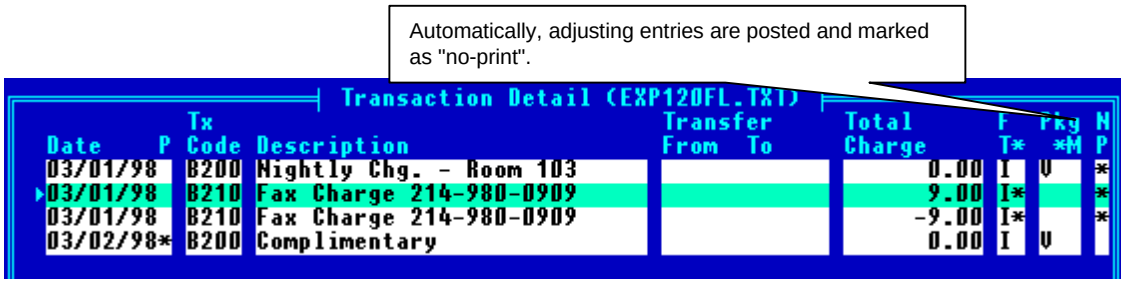
For example, suppose a charge for room service (B212 transaction code) was posted to an in-house folio for $100 and was supposed to be only $10.

To correct this mistake, use <F7> to display transactions, highlight the incorrect charge (the B212 for $100.00), and use the <F8 - CHANGE> key. The price on the transaction can be changed to $10.00 and the system automatically reverses the incorrect B212 by posting -$100.00 and adds the correct B212 for $10.00. In addition, the two incorrect transactions are marked with the "*" - No-Print flag so that the mistake does not print on the guest folio. When using <F8 - CHANGE>, the following pop-up window displays:



With <F8 - CHANGE>, the description, quantity, price, and pay flag can be changed by accessing the appropriate field number (1 - 4). Or, the entire transaction can be deleted with option <D>.

If the price on the B210 - Fax Charge transaction is changed to $12 (instead of $9), RDP automatically posts the adjusting entries and marks them as "No-Prints".


Automatically, adjusting entries are posted and marked as "no-print".
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* rky *M N P
03/01/98 B200 Nightly Chg. - Room 103 0.00 I V *
03/01/98 B210 Fax Charge 214-980-0909 9.00 I* *
03/01/98 B210 Fax Charge 214-980-0909 -9.00 I* *
03/02/98* B200 Complimentary 0.00 I V

Changing Transactions After Check-in

In the above example, a charge was applied to an in-house guest. <F8 - CHANGE> alters these transactions by posting reversing entries and then posting a new transaction. If a transaction on a checked-in or checked-out guest is deleted with <F8 - CHANGE>, the system posts an adjusting entry - it does not

actually delete the original transaction. Once a guest checks in, transactions are never deleted or changed, only auto-corrected.

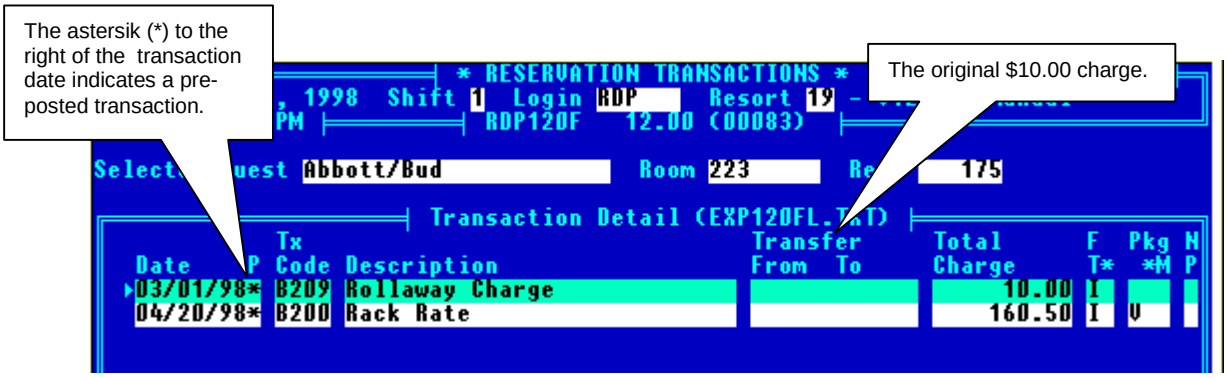
Changing Transactions Prior to Check-in

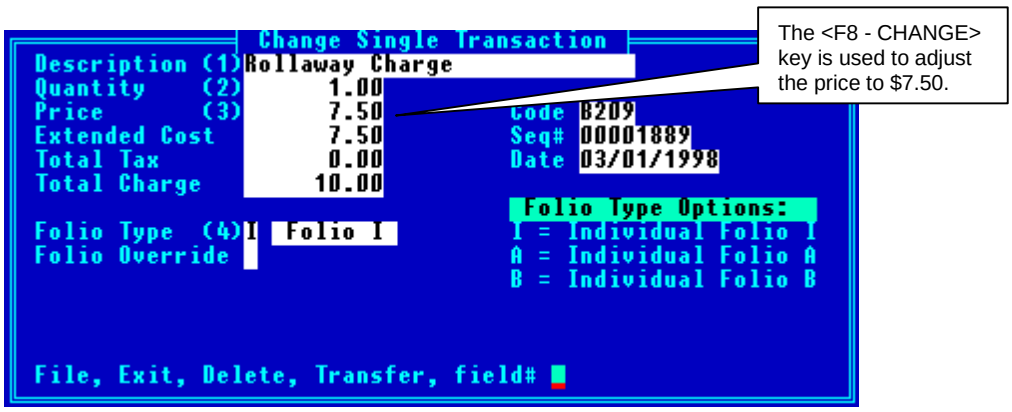
It is possible for future reservations to have posted and pre-posted charges. For example, an advance deposit received for $100 is a “real” transaction and is posted to the accounting system the day it is received. Changes to deposits can be made with <F8 - CHANGE>, but the system posts a correction and a new amount, using the process described above. Changes cannot be made to refund amounts or other system codes such as a transfer to a group leader. Advance deposits and payments are the only system generated codes that can be auto-corrected with <F8 - CHANGE>.

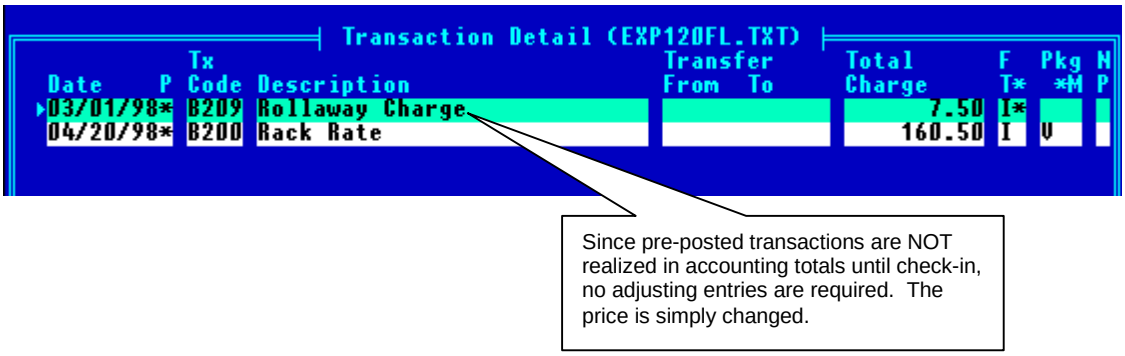
Charges can also be “pre-posted” to a reservation, for example a rollaway bed or crib. These charges do not count on the accounting reports until the reservation is checked-in. As a result, the <F8 - CHANGE> option can adjust these transactions directly without posting correcting entries.

For example, a roll away bed charge of $5.00 is pre-posted to a reservation arriving in 30 days, use <F8 - CHANGE> to adjust this charge to $7.50. The system changes the charge from $5.00 to $7.50 without posting a negative $5.00 and the positive $7.50. If the $5.00 charge were deleted with <F8 -CHANGE>, it would be removed completely from the database.

The following screens illustrate a change to a pre-posted transaction:


The astersik (*) to the right of the transaction date indicates a pre-posted transaction.
The original $10.00 charge.
* RESERVATION TRANSACTIONS *
1998 Shift 1 Login RDP Resort 19
RDP120F 12.00 (00083)
Guest Abbott/Bud
Room 223
175
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B209 Rollaway Charge 10.00 I
04/20/98* B200 Rack Rate 160.50 I V




Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B209 Rollaway Charge 7.50 I*
04/20/98* B200 Rack Rate 160.50 I U
Since pre-posted transactions are NOT realized in accounting totals until check-in, no adjusting entries are required. The price is simply changed.

Options for <F8 - Change>

Use <F8 - CHANGE> to make the following transaction changes:

Description

Enter a "1" from the "Change Transactions" option box to change the transaction description. On payments, only the first part of the transaction can be changed so that payment reports that sort by method work correctly. If a reservation is checked-out and transactions are billed to the group leader or master, only the description can be changed.

Quantity

Enter a "2" to change the quantity on a transaction. Quantity is multiplied by price to arrive at the *extended cost*. If tax is applicable, the total cost equals extended cost plus tax. Payment transactions have a quantity of "1" which cannot be changed.

Price

Enter a "2" to change the price on a transaction, making sure to use the decimal point. For corrections, enter the new price. Example: 275.00 was posted instead of 2.75. In the price field, enter 2.75 and the system reverses the original 275.00 on an in-house reservation. On future reservations, the price is simply altered.

Pay Flag

The pay flag controls which entity is billed for a transaction: group master (M), group leader (L), or individual (I). The pay flag can be changed individually on transactions and is considered a manual override. However, if the reservation pay code is wrong, use Option 120 and change the pay flag on the second reservation screen. After making the change, the system resets the pay flag for all transactions - unless it has been manually set.

Enter an "M", "L", or "I" to change the pay flag. If the reservation has been checked-out, the pay flag cannot be changed. Payments bill only to the individual. The pay flag on payment transactions cannot be changed.

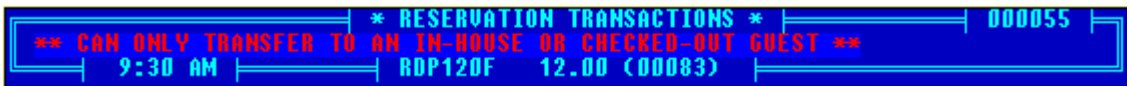
Delete

If the transaction is completely wrong and should not count on the reservation, type "D" in the option field and press <ENTER>. If the transaction is pre-posted, it is completely deleted from the system. If the transaction is actual, a reversal is posted and both transactions are marked as "No Print".

Transfer - Line Item

If a transaction should be transferred to another reservation, type "T" in the option line and press <ENTER>. The system prompts for a folio number, here either type a number or press <F3 - LOOK> to find the reservation.

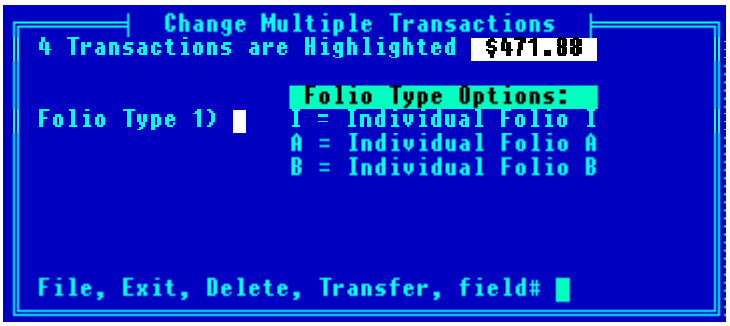
If the reservation is a future arrival, the system displays a warning:



Transactions cannot be transferred to canceled or future reservations.

Transfer - Multiple Transactions

With V12, it is possible to change the pay flag on multiple transactions at one time. After displaying transactions with <F7>, highlight transactions where the pay flag should be changed by pressing the <RIGHT ARROW> key. When a transaction is highlighted and the <RIGHT ARROW> key is pressed, the transaction displays in red. Once all transactions are highlighted, use <F8 - CHANGE>. The following pop-up screen displays:


Change Multiple Transactions
4 Transactions are Highlighted $471.88
Folio Type Options:
Folio Type 1)
I = Individual Folio I
A = Individual Folio A
B = Individual Folio B
File, Exit, Delete, Transfer, field#

In this example, there are four highlighted transactions totaling $471.88. To transfer the charges to a new billing entity, enter field number one and the correct billing code - "A", "B", or "I". (If a group master or group leader were present on the reservation, options "M" and "L" would also display.)

File and Exit

In order to save any of the changes above, file the new information. If the changes are incorrect, type <E> for exit and the transaction remains the same.

Security for <F8 - CHANGE>

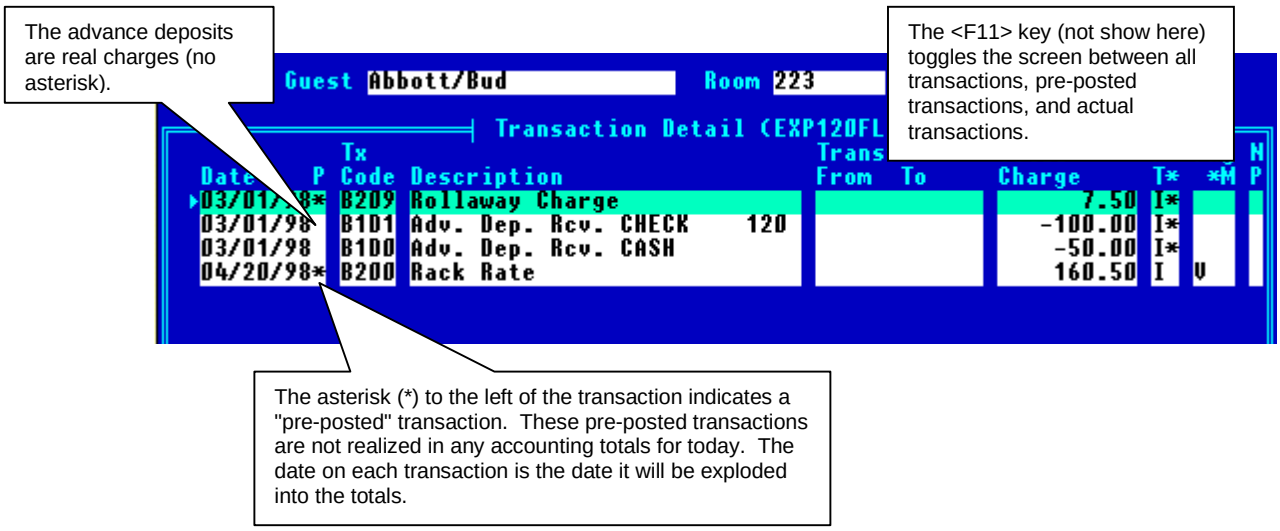
Properties may want to restrict users from the options in <F8 - CHANGE>. Security levels can be instituted for the above options by updating the X+ table. See the ***System Administrator*** section for more information regarding security levels and <F8 - CHANGE>.

Displaying Posted vs. Pre-posted Transactions

As mentioned above, there are two types of transactions in the RDP system, defined as follows:

Posted Transaction	A “real” or “actual” transaction that is counted today in the accounting system. Advance deposits and transactions posted to checked-in or checked-out guests are considered “real”. The pre-post flag on the transaction detail is set to “ “ (blank).
Pre-posted Transaction	The system allows transactions to be pre-posted to reservations, such as a roll away bed charge. The system also pre-posts an estimated room charge transaction code. Normally, pre-posted non-room charges are changed to “posted” at check-in and count in the audit on the first night. Room charge transactions are erased at check-in and recreated each night with Option 212 - Post Nightly Room and Tax.

When displaying transactions with <F7>, the system displays all transactions on the reservation including pre-posted and actual transactions. Actual transactions are counted in the audit for the day's business. Pre-posted transactions are realized at a future date. If the Enhanced Rates and Packages module (RN) is installed and there is a rate change during the stay, the reservation may have pre-posted transactions after check-in. The default when displaying transactions with <F7> is to show ALL transactions, however it is possible to toggle between ALL transactions, PRE-POSTED transactions, and ACTUAL transactions. <F11> toggles to a different mode and displays the active mode. The pre-post flag "*" displays to the left of each transaction when <F7> is used. Review the example below:


The advance deposits are real charges (no asterisk).
The <F11> key (not show here) toggles the screen between all transactions, pre-posted transactions, and actual transactions.
Guest Abbott/Bud
Room 223
Transaction Detail (EXP120FL
Date P Tx Code Description Trans From To Charge T* *M N P
03/01/98* B209 Rollaway Charge 7.50 I*
03/01/98 B1D1 Adv. Dep. Rcv. CHECK 120 -100.00 I*
03/01/98 B1D0 Adv. Dep. Rcv. CASH -50.00 I*
04/20/98* B200 Rack Rate 160.50 I V
The asterisk (*) to the left of the transaction indicates a "pre-posted" transaction. These pre-posted transactions are not realized in any accounting totals for today. The date on each transaction is the date it will be exploded into the totals.

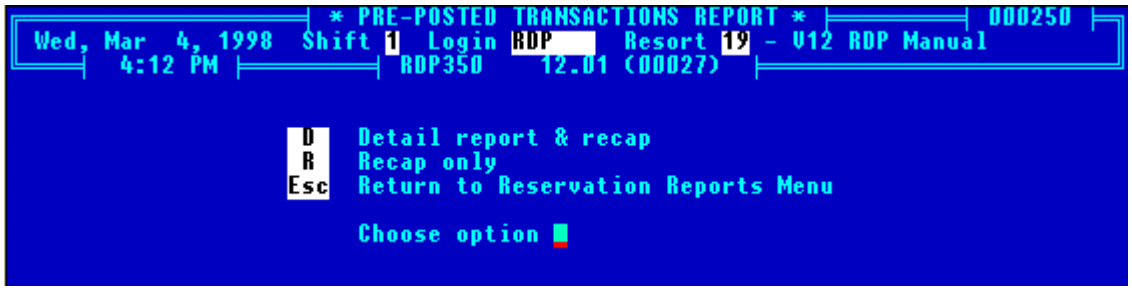
Report 350 - Pre-Posted Transactions

Option 350 on the Reservations Reports menu prints a list of pre-posted transactions based on a range of arrival dates. Upon selecting the 350 report, the system prompts for a "Detail Report & Recap" or a "Recap Only". These two options are explained in the table below.

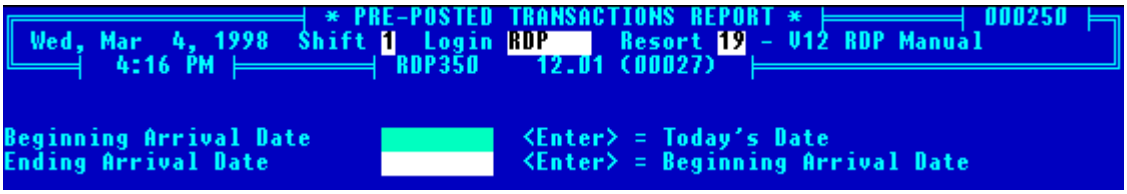
Option	Description
Detail Report & Recap	The detail and recap report lists every pre-posted transaction for each reservation in the date range. The last page is a recap with pre-posted totals by transaction code.
Recap Only	The "Recap Only" version of the 350 prints only the last page of the report, the recap.

Use the following steps for running the 350.

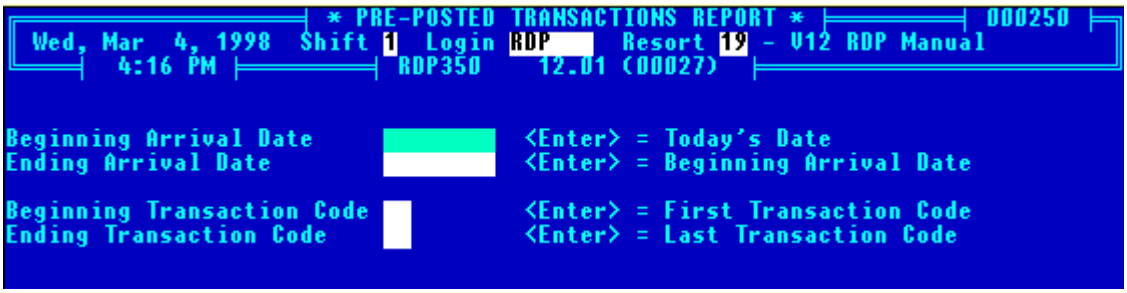
1. From the Reservations Reports menu, choose option "350" - "Pre-Posted Transaction Report".
2. Enter the report type, Detail (D) or Recap (R).



3. Enter the beginning and ending arrival date range.


* PRE-POSTED TRANSACTIONS REPORT *
000250
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:16 PM RDP350 12.01 (00027)
Beginning Arrival Date
Ending Arrival Date
<Enter> = Today's Date
<Enter> = Beginning Arrival Date

4. Enter the beginning and ending transaction codes. The 350 report can be run for a single transaction code, or a range of transaction codes.

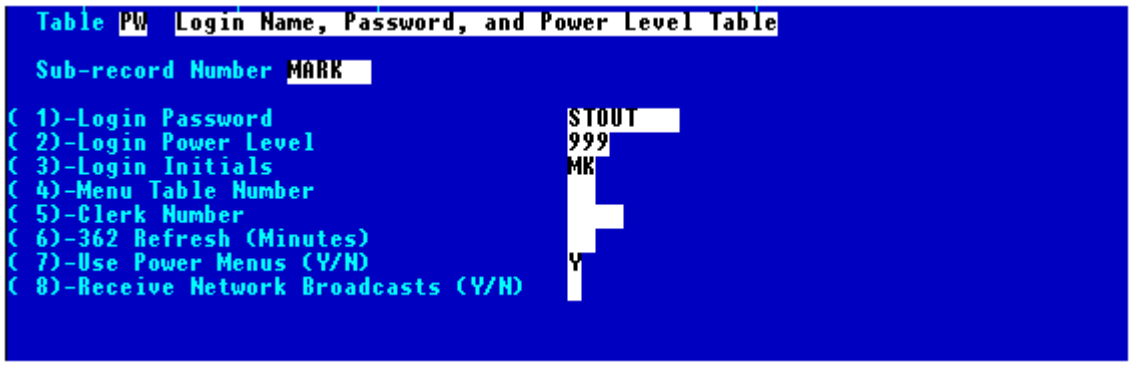

* PRE-POSTED TRANSACTIONS REPORT *
000250
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:16 PM RDP350 12.01 (00027)
Beginning Arrival Date
Ending Arrival Date
<Enter> = Today's Date
<Enter> = Beginning Arrival Date
Beginning Transaction Code
Ending Transaction Code
<Enter> = First Transaction Code
<Enter> = Last Transaction Code

5. Select a printer. The 350 report cannot be printed to the screen.

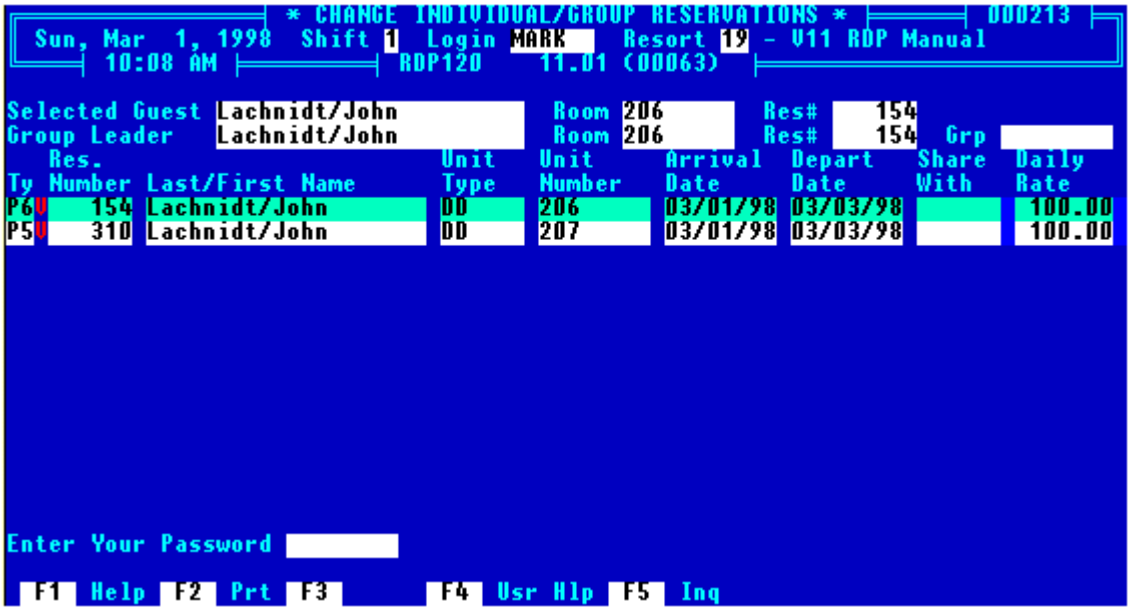
Require a Posting Password

It is possible to require a password prior to posting charges. With this feature activated, the user posting a charge MUST have a password and login initials in the PW (security) table. For more information regarding user security, please see the ***Maintaining System Tables*** chapter in the ***System Administration*** section.

In the past, it has been possible to prompt for a user's initials prior to posting charges. However, there was no check that the initials entered were actually the initials of the person posting the charge. With the new feature, the user posting the charge MUST have a password and initials in the PW table. For example, a user "MARK" has the following sub-record in table PW.



With switch #421-9, Prompt for password when posting transaction set to YES, the system displays the following prompt any time a transaction is posted.


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
000213
Sun, Mar 1, 1998 Shift 1 Login MARK Resort 19 - V11 RDP Manual
10:08 AM RDP120 11.01 (00063)
Selected Guest Lachnidt/John Room 206 Res# 154
Group Leader Lachnidt/John Room 206 Res# 154 Grp
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date Share With Daily Rate
P6U 154 Lachnidt/John DD 206 03/01/98 03/03/98 100.00
P5U 310 Lachnidt/John DD 207 03/01/98 03/03/98 100.00
Enter Your Password
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

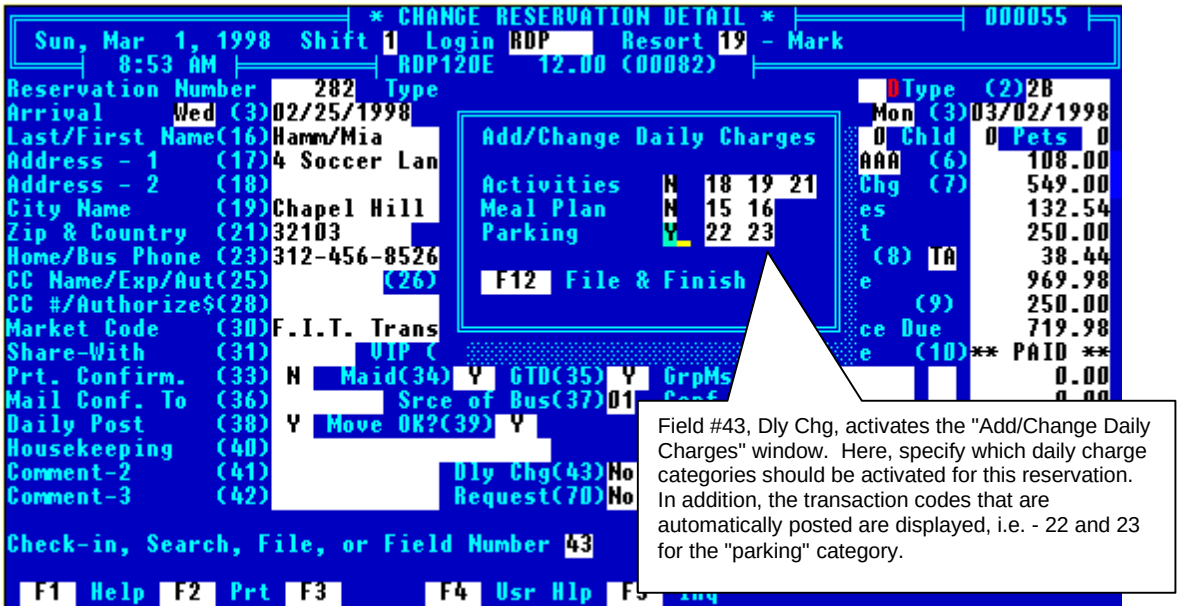
If the incorrect password is entered, the following error message displays:

POST UP TO TEN "TRANSACTION CATEGORIES" AUTOMATICALLY

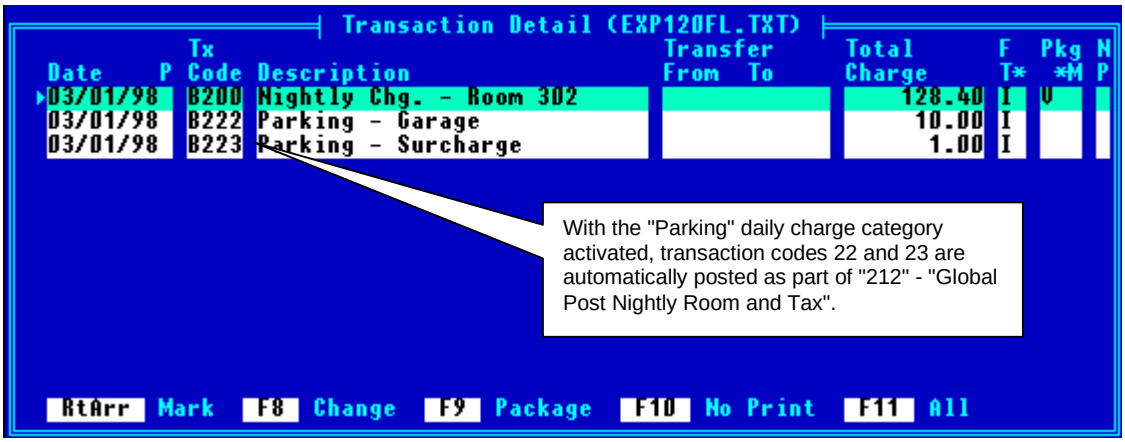
RDP now supports up to ten daily charge categories that can be posted as part of the night audit process. Within each category, up to ten individual transactions may be posted. For example, assume a property charges for parking on a nightly basis. And, within the parking "category" there are two transaction codes that are posted. The first is a $10.00 parking charge and the second a $1.00 "Parking Surcharge".

Each category can be activated or deactivated on a reservation by reservation basis. In addition, a system wide default can be defined for each category. Up to ten transaction codes can be assigned to each category, making it possible to automatically post up to 100 unique transaction codes to each in-house reservation on a nightly basis.

When assigning daily charges to individual reservations, it is possible to activate or deactivate each specific category. After accessing field #43, Dly Chg, on the first reservation screen, the system displays the following window, where each daily charge may be activated (Y) or deactivated (N).


* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
8:53 AM RDP120E 12.00 (00082)
Add/Change Daily Charges
Activities N 18 19 21
Meal Plan N 15 16
Parking Y 22 23
F12 File & Finish
Field #43, Dly Chg, activates the "Add/Change Daily Charges" window. Here, specify which daily charge categories should be activated for this reservation. In addition, the transaction codes that are automatically posted are displayed, i.e. - 22 and 23 for the "parking" category.

If daily charge categories are activated for a particular reservation, field #43 displays the text "Set". For reservations where at least one daily charge category is activated, RDP212 (Post Nightly Room and Tax) automatically posts the charges associated with a specific category. For example, with the "Parking" category set to YES, transaction codes 22 and 23 are automatically posted to the reservation as part of the night audit process.

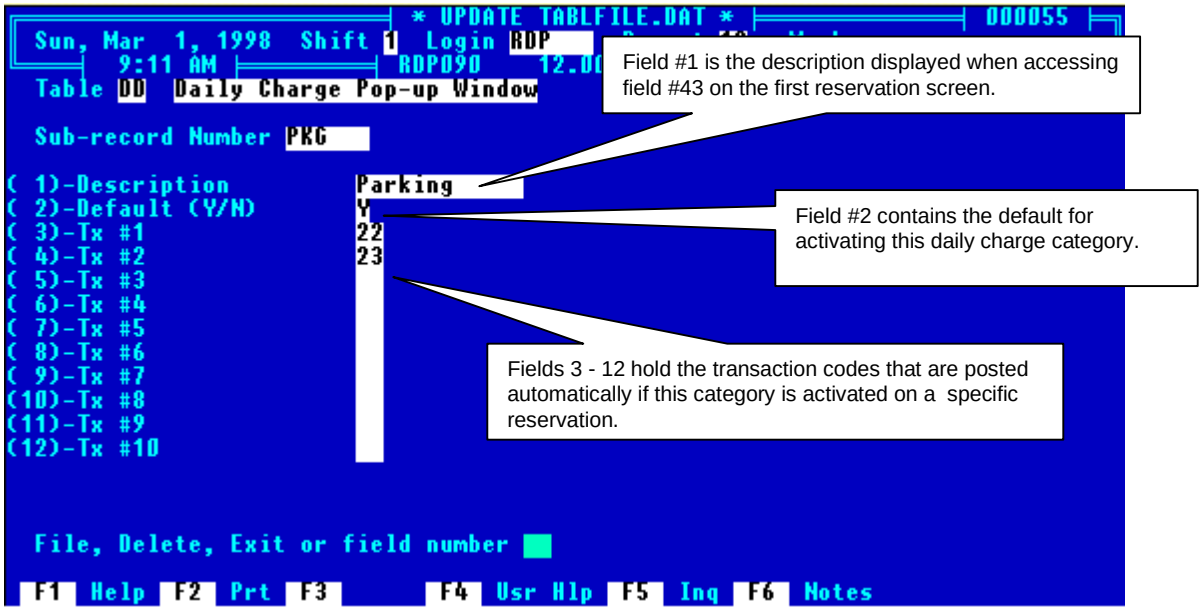

Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98 B200 Nightly Chg. - Room 302 128.40 I V
03/01/98 B222 Parking - Garage 10.00 I
03/01/98 B223 Parking - Surcharge 1.00 I
With the "Parking" daily charge category activated, transaction codes 22 and 23 are automatically posted as part of "212" - "Global Post Nightly Room and Tax".
RtArr Mark F8 Change F9 Package F10 No Print F11 All

For customers using the "Daily Charge" feature in previous versions, setting switch #421-3 to YES activated the feature. With the latest release of Version 12, switch 421-3 has been removed and all daily charge features are activated by the existence of table DD. For existing customers updating to the most recent revision of V12, the system automatically converts any daily charges to sub-records in table DD. Additional categories may then be added.

Use the following steps to activate the multiple daily charge feature:

1. Complete table DD for additional daily charge categories

Sample sub-record in table DD


* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP
9:11 AM RDP090
Table DD Daily Charge Pop-up Window
Sub-record Number PKG
(1)-Description
(2)-Default (Y/N)
(3)-Tx #1
(4)-Tx #2
(5)-Tx #3
(6)-Tx #4
(7)-Tx #5
(8)-Tx #6
(9)-Tx #7
(10)-Tx #8
(11)-Tx #9
(12)-Tx #10
Parking
Y
22
23
File, Delete, Exit or field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes
Field #1 is the description displayed when accessing field #43 on the first reservation screen.
Field #2 contains the default for activating this daily charge category.
Fields 3 - 12 hold the transaction codes that are posted automatically if this category is activated on a specific reservation.

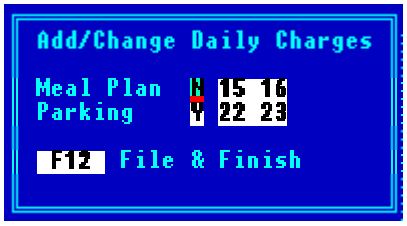
Defaults for Automatic Postings

If a reservation is made with RDP100 without accessing field #43, the system uses the transaction category default defined in table DD (field #2 above). For example, if a clerk makes a reservation and uses the <PAGE DOWN> key to skip all remaining fields on pages one and two, the system looks to table DD in order to determine which daily charge categories are activated.

Also, when accessing a reservation in RDP120 that does NOT have any daily charge fields activated, field #43 displays all daily charge categories with a default of NO.

Reserving Additional Rooms and Sharewiths

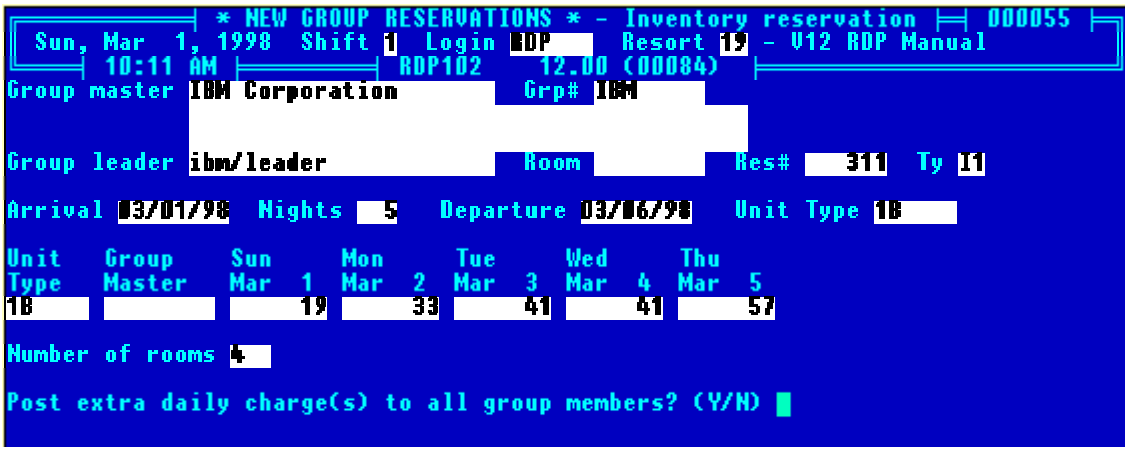
When reserving an additional room, RDP defaults all group member reservations to be identical to the group leader reservation for automatic postings. For example, if the group leader reservation has the following attributes in field #43, all group members will be identical.



All sharewith reservations automatically default field #43 to NO for all transaction categories.

Group Reservations

When making group reservations with RDP102, the system prompts:


* NEW GROUP RESERVATIONS * - Inventory reservation 000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:11 AM RDP102 12.00 (00084)
Group master IBM Corporation Grp# IBM
Group leader ibm/leader Room Res# 311 Ty I1
Arrival 03/01/98 Nights 5 Departure 03/06/98 Unit Type 1B
Unit Type
Group Master
Sun Mar 1
Mon Mar 2
Tue Mar 3
Wed Mar 4
Thu Mar 5
1B 19 33 41 41 57
Number of rooms 4
Post extra daily charge(s) to all group members? (Y/N)

By answering YES, the system displays the Add/Change Daily Charge window.

Data Items

Data items IQ - IZ represent whether or not transaction categories 1 - 10 are active. These data items print a "Y" or an "N" and may be added to RDP DOS reports and used as qualifiers.

OTHER RDP120 POWER USER MENU OPTIONS

This section will touch on the remainder of the RDP120 power user menu options. Most functions are covered in detail in another manual chapter or section, i.e. - groups, checkout, or optional modules. Options covered in this section include:

B - Cancel Entire Group
F - Print Folio
G - Check-In the Entire Group
I - Inquire on Reservation Detail
J - Change People
P - Post Charge to this Reservation
T - Telephone Interface Options
V - Print Confirmations
X - Convert Pre-Assign to Inventory
Y - Authorize Credit Card

Option B - Cancel Entire Group

Option B can be used to cancel an entire group in a "Batch", eliminating the need to highlight each reservation and use power user option "C" - "Cancel this Reservation". Whenever option B is used, the group leader must be canceled individually. See the ***Groups and Conferences*** chapter for more information.

Option F - Print Folio

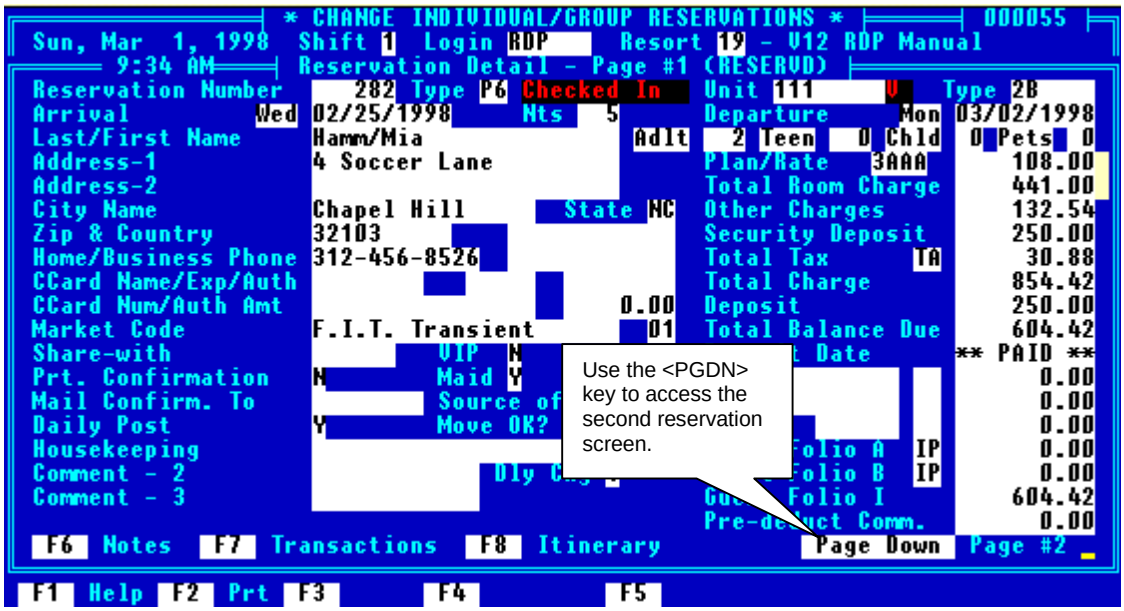
Use power user option F to print a guest folio an any time in the reservation life cycle, i.e. - future, in-house, or checked-out. The folio details the balance due with a list of transactions. In order to print a folio to the screen, set switch #421-12 to YES. For more information on system switches, please see the ***System Administration*** section.

Option G - Check-In the Entire Group

Power user option G can be used to quickly check-in a "batch" of reservations. Many properties will use this feature when a bus tour arrives and "key packets" are distributed away from the desk. A time saving feature which eliminates the need to check-in each reservation individually. See the ***Groups and Conferences*** chapter for more information.

Option I - Inquire on Reservation Detail

Option I allows the user to view both reservation screens without changing any data. Option I can be used for bellmen, housekeepers, or any other property employee who needs access to reservations but does not need to change any information. When using option I, the full reservation is displayed, including room number, arrival and departure dates, and any comments. Use <PGDN> to view the second reservation screen.


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:34 AM Reservation Detail - Page #1 (RESERVD)
Reservation Number 282 Type P6 Checked In
Arrival Wed 02/25/1998 Nts 5
Last/First Name Hamm/Mia
Address-1 4 Soccer Lane
Address-2
City Name Chapel Hill State NC
Zip & Country 32103
Home/Business Phone 312-456-8526
CCard Name/Exp/Auth
CCard Num/Auth Amt 0.00
Market Code F.I.T. Transient 01
Share-with VIP N
Prt. Confirmation N Maid Y
Mail Confirm. To Source of
Daily Post Y Move OK?
Housekeeping
Comment - 2
Comment - 3
Unit 111 V Type 2B
Departure Mon 03/02/1998
Adlt 2 Teen 0 Chld 0 Pets 0
Plan/Rate 3AAA 108.00
Total Room Charge 441.00
Other Charges 132.54
Security Deposit 250.00
Total Tax TA 30.88
Total Charge 854.42
Deposit 250.00
Total Balance Due 604.42
Date ** PAID **
0.00
0.00
0.00
Folio A IP 0.00
Folio B IP 0.00
Folio I 604.42
Pre-deduct Comm. 0.00
F6 Notes F7 Transactions F8 Itinerary Page Down Page #2
F1 Help F2 Prt F3 F4 F5
Use the <PGDN> key to access the second reservation screen.

Option J - Change People

Use option J to change the number of people in each classification. After changing the people classification totals, the system prompts:

Option P - Post Charge to this Reservation

Use option P to post a charge to a reservation. All charges are posted with *transactions*, explained in detail in this chapter under the ***Transactions*** section.

Option T - Telephone Interface Options

With the Phone Actuator installed, several telephone functions can be performed from the RDP120 power user menu, including:

** Telephone Interface Options **
1 Cancel Wake-Up Call for room 111
2 Set Wake-Up Call for room 111
3 Restrict telephone use for room 111
4 Unrestrict telephone use for room 111
5 Turn off the Do-Not-Disturb status for room 111
6 Turn on the Do-Not-Disturb status for room 111
Please make a selection or Press Esc to exit

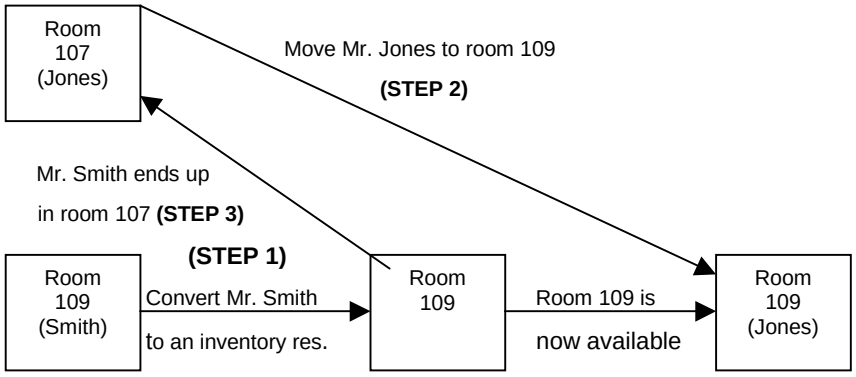
Option V - Print Confirmations

Use power user option V to print a guest confirmation. After choosing option V, the system prompts for the type of confirmation to print. See the ***Confirmations*** section of the ***Reservations*** chapter for more information on printing confirmations.

Option V - Convert Pre-Assign to Inventory

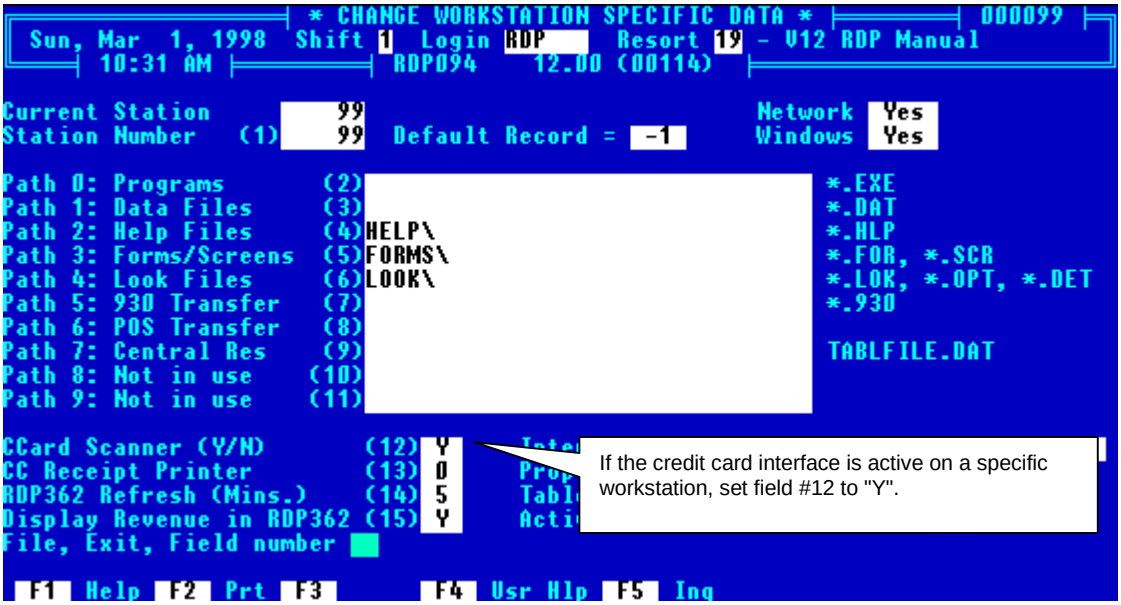
Power user option X changes a pre-assigned reservation to an inventory reservation by removing the room number. This feature can be useful when a property is full and a room move is necessary.

For example, if Mr. Jones is in room 107 and wants to move to 109 (Mr. Smith's pre-assigned room), and no other rooms are available to temporarily move Mr. Smith (a late arrival) into, temporarily convert Mr. Smith to an inventory reservation, perform the room move for Mr. Jones, and assign room 107 to Mr. Smith.



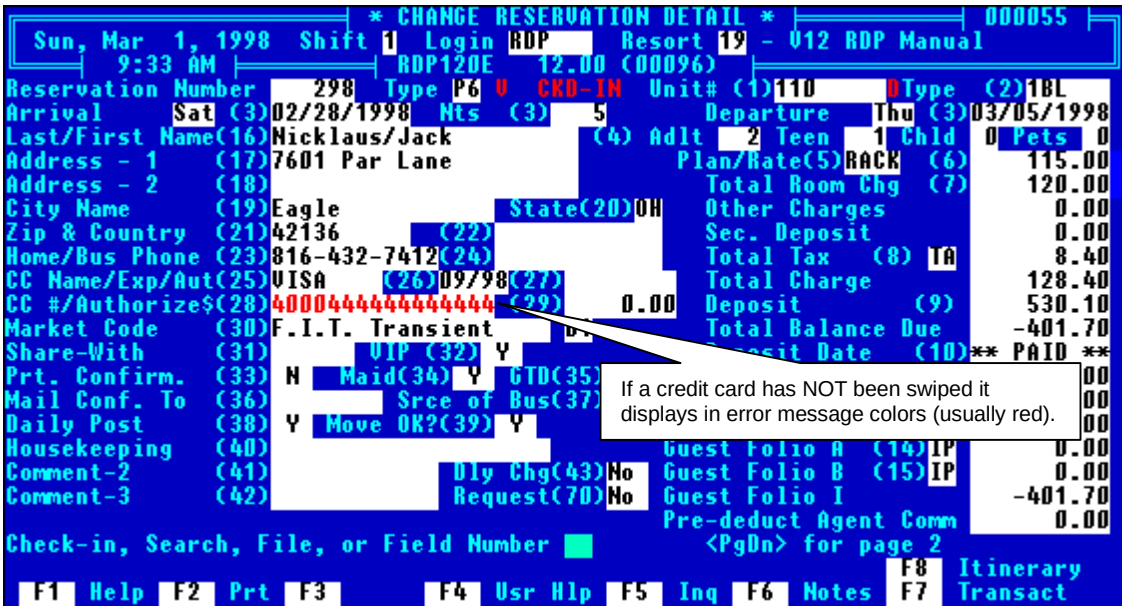
Option Y - Authorize Credit Card

Use option Y to authorize a guest's credit card. Option Y is only available with the Southern DataComm Credit Card Interface installed (module RQ). In addition, the credit card interface must be activated on the specific workstation where the authorization originates. In order to activate the interface on a specific workstation, set field #12 in option "094" - "Change Workstation Specific Data" to "Y". Access option 094 from the System Manager Menu.


* CHANGE WORKSTATION SPECIFIC DATA *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:31 AM RDP094 12.00 (00114)
Current Station 99
Station Number (1) 99 Default Record = -1
Network Yes
Windows Yes
Path 0: Programs (2)
Path 1: Data Files (3)
Path 2: Help Files (4) HELP\
Path 3: Forms/Screens (5) FORMS\
Path 4: Look Files (6) LOOK\
Path 5: 930 Transfer (7)
Path 6: POS Transfer (8)
Path 7: Central Res (9)
Path 8: Not in use (10)
Path 9: Not in use (11)
*.EXE
*.DAT
*.HLP
*.FOR, *.SCR
*.LOK, *.OPT, *.DET
*.930
TABLFILE.DAT
CCard Scanner (Y/N) (12) Y
CC Receipt Printer (13) 0
RDP362 Refresh (Mins.) (14) 5
Display Revenue in RDP362 (15) Y
File, Exit, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
If the credit card interface is active on a specific workstation, set field #12 to "Y".

After selecting option Y from the RDP120 power user menu, the system prompts for an authorization amount. Next, the system prompts for the credit card number. If the credit card is available, it should be scanned using the interface card swipe. With the Southern DataComm Credit Card Interface, the system tracks whether the credit card appearing on a reservation has been swiped using the PBAdmin database. By ensuring that credit cards are swiped, the property benefits by receiving "preferred" credit card processing rates.

When a credit card has not been swiped, the card number is displayed in error message colors (usually red) in the RDP100 and RDP120 screens.


* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:33 AM RDP120E 12.00 (00096)
Reservation Number 298 Type P6 V CKD-IN Unit# (1) 110 OType (2) 1BL
Arrival Sat (3) 02/28/1998 Nts (3) 5 Departure Thu (3) 03/05/1998
Last/First Name (16) Nicklaus/Jack (4) Adlt 2 Teen 1 Chld 0 Pets 0
Address - 1 (17) 7601 Par Lane Plan/Rate(5) RACK (6) 115.00
Address - 2 (18) Total Room Chg (7) 120.00
City Name (19) Eagle State(20) OH Other Charges 0.00
Zip & Country (21) 42136 (22) Sec. Deposit 0.00
Home/Bus Phone (23) 816-432-7412 (24) Total Tax (8) TA 8.40
CC Name/Exp/Aut (25) VISA (26) 09/98 (27) Total Charge 128.40
CC #/Authorize$ (28) 4000444444444444 (29) 0.00 Deposit (9) 530.10
Market Code (30) F.I.T. Transient Total Balance Due -401.70
Share-With (31) VIP (32) Y ** PAID **
Prt. Confirm. (33) N Maid(34) Y GTD(35)
Mail Conf. To (36) Srce of Bus(37)
Daily Post (38) Y Move OK?(39) Y
Housekeeping (40)
Comment-2 (41) Dly Chg(43) No Guest Folio A (14) IP 0.00
Comment-3 (42) Request(70) No Guest Folio B (15) IP 0.00
Guest Folio I -401.70
Pre-deduct Agent Comm 0.00
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 F8 Itinerary Transact
If a credit card has NOT been swiped it displays in error message colors (usually red).

In conjunction with the card displaying in red, the RDP system also displays a reminder to swipe the card when a payment is taken at checkout or when using RDP120. The following "Card has not been swiped" message displays after selecting option "4" - "CCard Scan". In addition, the default format for entering the card number is "3" - "Scan a Card".

* GUEST PAYMENT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:41 AM RDP130C 12.00 (00091)
Reservation Number 298 Type P6 V CKD-IN Unit# 110 DType 1BL
Arrival Sat 02/28/1998 Nts 5 Departure Thu 03/05/1998
Last/First Name Nicklaus/Jack Adlt 2 Teen 1 Chld 0 Pets 0
Address - 1 7601 Par Lane Plan/Rate BACK 115.00
Address - 2 Total Room Chg 120.00
City Name Eagle State OH Other Charges 0.00
Zip & Country 42136 Sec. Deposit 0.00
Home/Bus Phone 816-432-7412 Total Tax TA 8.40
CC Name/Exp/Aut VISA 09/98 Total Charge 128.40
CC #/Authorize$ 4000444444444444 0.00 Deposit 530.10
Market Code F.I.T. Transient 01 Total Balance Due -401.70
Share-With VIP Y Deposit Date ** PAID **
Prt. Confirm. N Maid Y GTD Y GrpMst 0.00
Mail Conf. To Srce of Bus 05 Conf. 0.00
Daily Post Y Move OK? Y GrpLdr 0.00
Housekeeping Guest Folio A IP 0.00
Comment-2 Dly Chg No Guest Folio B IP 0.00
Comment-3 Request No Guest Folio I -401.70
Pre-deduct Agent Comm 0.00
1=Use the card above, 2=Enter card from keyboard, 3=Scan a card <Enter> = 3
* This card has NOT been swiped *
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

After a card is swiped, the default to the above prompt changes to option "1" - "Use the Card Above".

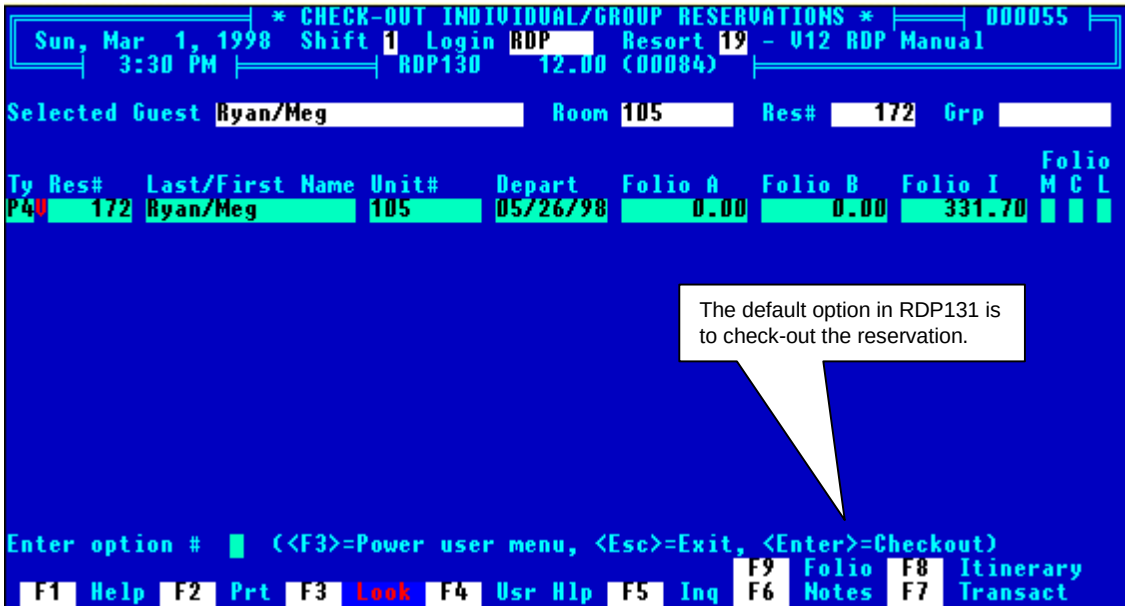
Once the credit card is swiped, the system begins the authorization process by communicating with PBADMIN.

CHECKOUT INDIVIDUAL RESERVATION

Use Option 131 on the Front Desk Menu to checkout a reservation. Access the reservation by guest name or reservation number from the “Guest Name/Res. Number” field or press <ENTER> to move the cursor to the unit number field where the guest’s room number may be entered.

Configure the system to always go directly to the unit number field during guest check-out by setting switch #423-1 to YES, eliminating the need to press the <ENTER> or <TAB> key.

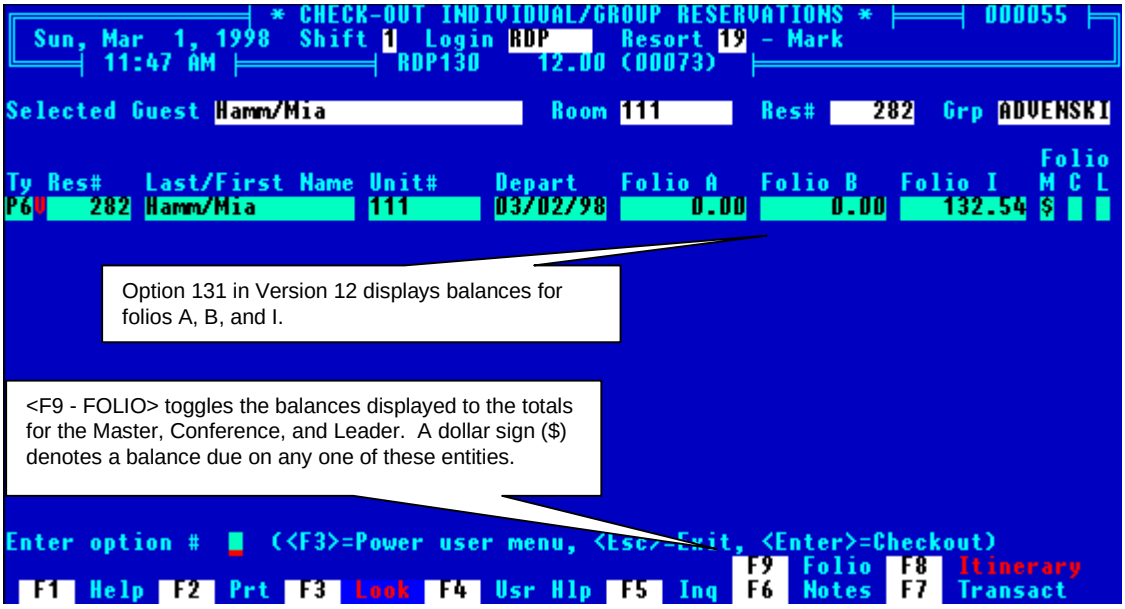
The default power user option in 131 is checkout. When the correct guest is highlighted, press <ENTER> to display the checkout screen.


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:30 PM RDP130 12.00 (00084)
Selected Guest Ryan/Meg Room 105 Res# 172 Grp
Ty Res# Last/First Name Unit# Depart Folio A Folio B Folio I Folio M C L
P4U 172 Ryan/Meg 105 05/26/98 0.00 0.00 331.70
The default option in RDP131 is to check-out the reservation.
Enter option # (<F3>=Power user menu, <Esc>=Exit, <Enter>=Checkout)
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F9 Folio F6 Notes F8 Itinerary F7 Transact

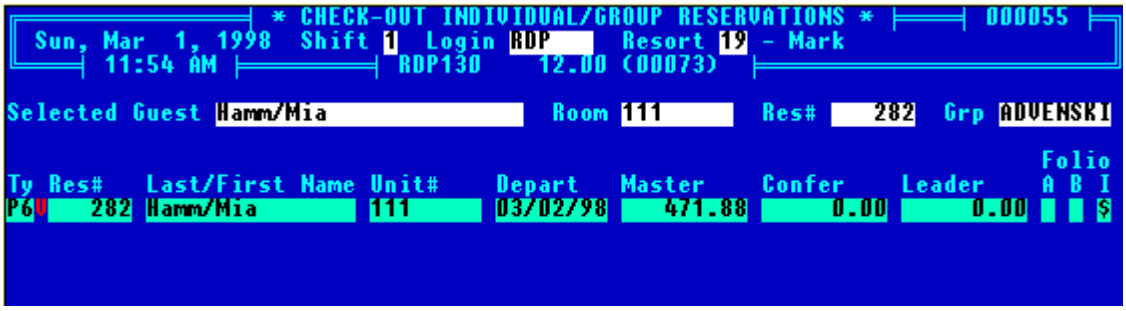
131 Group Display Screen

The group display screen for RDP130 includes the balance for Folios A, B, and I. This screen is accessed with Option 131 from the Front Desk or Night Audit Menu. Previously, the screen displayed the group master number, group master portion, group leader portion, and the individual portion.

Versions 12.00 and higher have the ability to total transactions into three different individual folios: A, B, and I. The new group display screen reflects the balance due in each of the three fields. When the screen displays, the default balances are Folio A, Folio B, and Folio I. If there is a balance due for the Group Master, Conference, or Group Leader, a "$" prints under the appropriate column to the right. Press <F9 - FOLIO> to toggle the display to the other set of balances. The three columns to the right then change to reflect the balances not currently displayed. A sample screen follows.


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:47 AM RDP130 12.00 (00073)
Selected Guest Hamm/Mia Room 111 Res# 282 Grp ADVENSKI
Ty Res# Last/First Name Unit# Depart Folio A Folio B Folio I Folio M C L
P6U 282 Hamm/Mia 111 03/02/98 0.00 0.00 132.54 $
Option 131 in Version 12 displays balances for folios A, B, and I.
<F9 - FOLIO> toggles the balances displayed to the totals for the Master, Conference, and Leader. A dollar sign ($) denotes a balance due on any one of these entities.
Enter option # (<F3>=Power user menu, <Esc>=Exit, <Enter>=Checkout)
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F9 Folio F6 Notes F8 Itinerary F7 Transact

After pressing <F9 - FOLIO>, the display changes to:


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:54 AM RDP130 12.00 (00073)
Selected Guest Hamm/Mia Room 111 Res# 282 Grp ADVENSKI
Ty Res# Last/First Name Unit# Depart Master Confer Leader Folio A B I
P6V 282 Hamm/Mia 111 03/02/98 471.88 0.00 0.00 $

Miscellaneous Changes

- The group master number had been moved to the header section of the screen, and the departure date has been expanded to include the year
- This screen will display for all systems regardless of whether Switch #422-3 - Use Individual Folios A & B (Turn off 'Bucket' Logic) is set to YES.

Individual Checkout Screen

* INDIVIDUAL CHECK-OUT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:19 AM RDP130B 12.00 (00084)
Reservation Number 282 Type P6 V CKD-IN Unit# 111 DType 2B
Arrival Wed 02/25/1998 Nts 4 Departure Sun 03/01/1998
Last/First Name Hamm/Mia Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 4 Soccer Lane Plan/Rate 3AA0 108.00
Address - 2 Total Room Chg 441.00
City Name Chapel Hill State NC Other Charges 132.54
Zip & Country 32103 Sec. Deposit 250.00
Home/Bus Phone 312-456-8526 Total Tax T0 30.88
CC Name/Exp/Aut Total Charge 854.42
CC #/Authorize$ 0.00 Deposit 250.00
Market Code F.I.T. Transient 01 Total Balance Due 604.42
Share-With VIP N Deposit Date ** PAID **
Prt. Confirm. N Maid Y GTD Y GrpMst 0.00
Mail Conf. To Srce of Bus 01 Conf. 0.00
Daily Post Y Move OK? Y GrpLdr 0.00
Housekeeping Guest Folio A IP 0.00
Comment-2 Dly Chg Set Guest Folio B IP 0.00
Comment-3 Request No Guest Folio I 604.42
Pre-deduct Agent Comm 0.00
Amount Received (Folio I) <Enter> = 604.42 P = Print folio
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact

Amount Received

Enter the amount collected from the guest. If the guest is paying the entire balance due, press <ENTER> to accept the default amount due.

The default amount due always equals the "Individual Balance Due" field.

File, Exit Prompt

The system moves to the File, Exit prompt. At this point, the system has updated the deposit and balance due fields. Verify the balance due is 0.00 before choosing “F” for File. If the balance is incorrect, type <E> to exit the checkout. The guest remains checked-in.

Payment Method

Next, the payment method prompt displays. Choose the correct payment method.

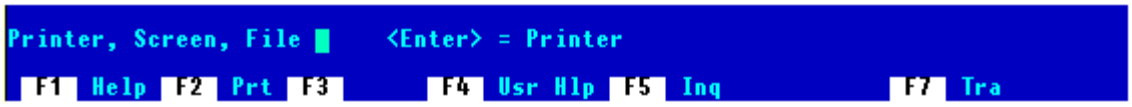
Print a Folio

The last prompt for a checkout is whether or not to print a folio. If the guest would like an itemized statement of charges, answer Yes and choose the correct printer. If no receipt is necessary, enter an “N”. If the guest is a group leader, the system displays various folio options, described in the ***Groups & Conferences*** chapter of the Version 11 manual.

Folios can be customized to fit many different form styles. Contact RDP Forms at 1-800-RDP-PAPR for information about folios, confirmations, and other forms for the system.

Printer, Screen, File

It is possible to print a folio to a screen or file. When answering "Y" to print a folio, the system prompts:

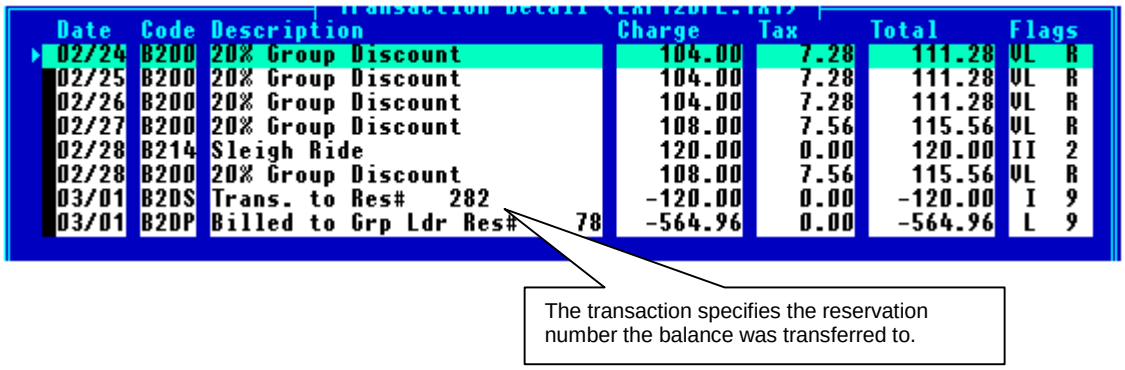


In order to activate this feature, set switch #421-12 to YES.

Transfer Balances Between Guests

If payment method 7 - Transfer is selected, the system transfers the amount entered in the “Amount Received” field to another reservation. The new reservation may be a future, in-house, or checked-out reservation. Amounts cannot be transferred to canceled reservations. The steps are:

1) The system prompts for the folio number.
2) Enter the desired reservation number or press <F3 - LOOK> to search for the reservation. Once the reservation is selected, the system confirms the amount and guest name.
3) Enter a “Y” to complete the transfer. Enter an “N” to return to the “Transfer to folio number” prompt.
4) The reservation that transferred the amount has the following transactions.


Transaction Detail (EXP120FL.TXT)
Date Code Description Charge Tax Total Flags
02/24 B20D 20% Group Discount 104.00 7.28 111.28 VL R
02/25 B20D 20% Group Discount 104.00 7.28 111.28 VL R
02/26 B20D 20% Group Discount 104.00 7.28 111.28 VL R
02/27 B20D 20% Group Discount 108.00 7.56 115.56 VL R
02/28 B214 Sleigh Ride 120.00 0.00 120.00 II 2
02/28 B20D 20% Group Discount 108.00 7.56 115.56 VL R
03/01 B2DS Trans. to Res# 282 -120.00 0.00 -120.00 I 9
03/01 B2DP Billed to Grp Ldr Res# 78 -564.96 0.00 -564.96 L 9
The transaction specifies the reservation number the balance was transferred to.

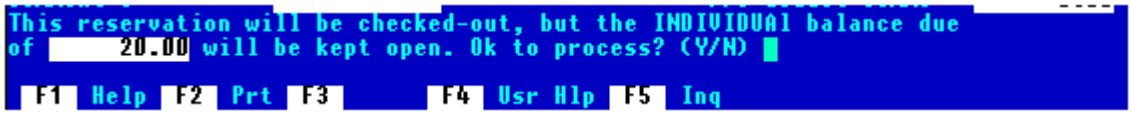
5) The reservation that received the transfer has the following transaction.

Selected Guest Hamm/Mia Room 119 Res# 282
Res. Unit Depart Group Grp Mast Leader Indiv.
Transaction Detail (EXP120FL.TXT)
Date Code Description Charge Tax Total Flags
03/01 B2D1 From Nesmith/Mich Res# 82 120.00 0.00 120.00 I 9

This is a lump sum transfer and is useful when two guests inform the desk that one is paying for the other's room. Instead of linking the two reservations together and defining a group pay code, use payment option 7 - Transfer.

Balance Left Open

When prompted for the amount received, enter the guest's payment - not the balance due or projected balance. At checkout, if the amount received is less than the individual balance due, the system prompts:


This reservation will be checked-out, but the INDIVIDUAl balance due
of 20.00 will be kept open. Ok to process? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Enter "Y" to finish the checkout and leave an individual balance due on the reservation. Enter "N" to return to the Amount Received field and re-input the amount.

All checked-out reservations with a balance print on Report 769 from Night Audit Reports Menu. Management should review this report daily and implement procedures to collect outstanding balances.

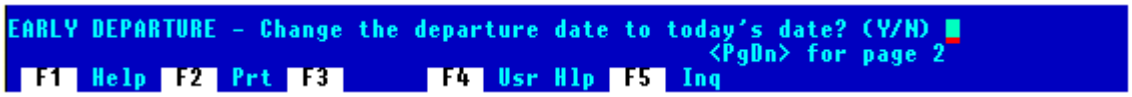
Password for Balance Due

Update Table C1 using Option 090 from the System Manager Menu and add sub-record "BALREQ" to require a password for checkouts with a balance. Enter the password in the Special Data field and file the sub-record.

If this sub-record is present and the amount collected at checkout is less than the individual balance due, the system prompts for the "Open Balance" password. The password must be entered before the checkout can be completed.

Early Departure

If a guest is checking out before the scheduled departure date, use option 131. The first prompt becomes:



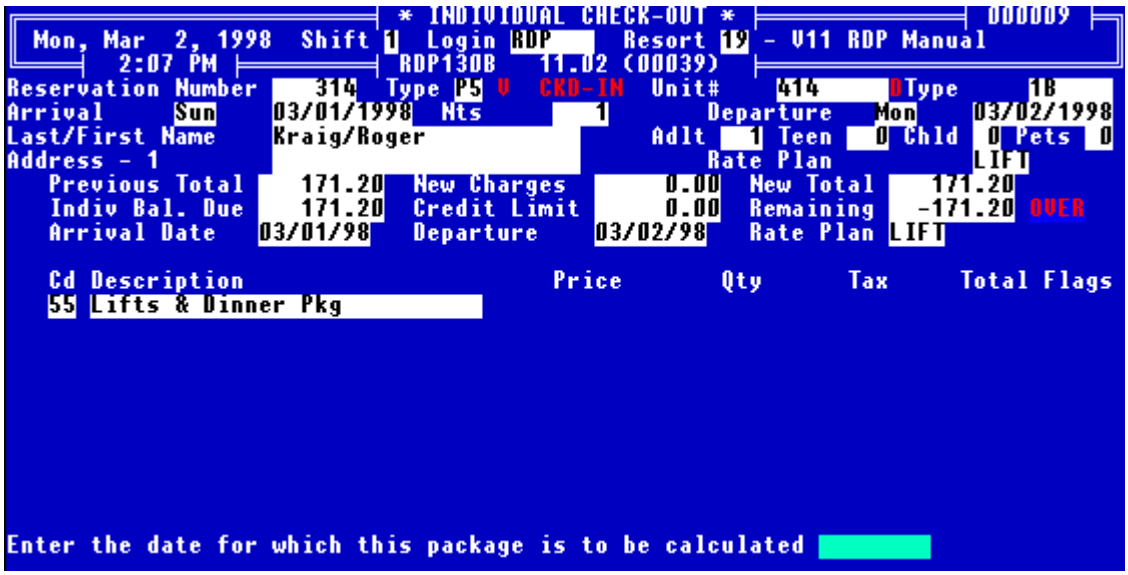
If the guest is leaving, enter "Y" and the departure date is changed to today's date. If the guest should remain checked-in, enter "N" and return to the Change Individual/Group Reservations screen.

Next, the system prompts for posting today's room charge. If the guest should not be assessed any additional room charges, enter "N" and complete the checkout. If the guest is leaving mid-evening and should be charged for a partial day, enter "Y". Enter the amount to charge the guest. The default amount is equal to the daily rate on the reservation. The system then prompts for the amount received. Complete the checkout as normal. The Early Departure field on the second reservation screen has a "Y" recording the early checkout.

Early Departures with the Enhanced Rates and Packages Module (RN)

When a reservation checks-out early that is in-house on a variable daily package, the system first prompts for an early departure, followed by a "package posting" prompt.

By answering YES to the above question, the RDP posting screen displays with the package transaction code entered as the first posting line. In addition, the system prompts for a "package calculation" date. Here, enter the date for variable package calculation (by definition, variable packages have different rates based on the day they are posted).


* INDIVIDUAL CHECK-OUT *
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
2:07 PM RDP130B 11.02 (00039)
Reservation Number 314 Type P5 V CKD-IN Unit# 414 BType 1B
Arrival Sun 03/01/1998 Nts 1 Departure Mon 03/02/1998
Last/First Name Kraig/Roger Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 Rate Plan LIFT
Previous Total 171.20 New Charges 0.00 New Total 171.20
Indiv Bal. Due 171.20 Credit Limit 0.00 Remaining -171.20 OVER
Arrival Date 03/01/98 Departure 03/02/98 Rate Plan LIFT
Cd Description Price Qty Tax Total Flags
55 Lifts & Dinner Pkg
Enter the date for which this package is to be calculated

After entering the calculation date, the system either:

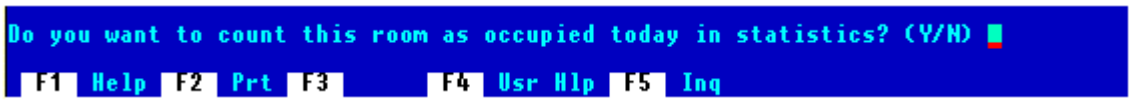
1. Stops at the "Price" field if the "Allow Override" flag is set to "YES", or
2. Calculates the base package price and prompts for another transaction code.
3. If a package with lump sum components is posted, the system displays the following prompt:

By answering YES, all lump sum components are posted along with the package transaction code.

After completing the posting screen, continue with the checkout as normal. Enter the amount received, payment type, and print a folio.

How Do Early Checkouts Affect Statistics?

If switch #421-1, Prompt to count as occupied on early departure in stats., is set to YES and “Post Today’s Room Charge” is answered “NO”, the system prompts:



Enter “Y” to count the room as occupied. Enter “N” to leave the room out of occupancy. If the room charge is posted, the reservation is automatically counted as occupied. This switch allows properties to count all early departures in the occupancy count regardless of whether the room charge is posted at check-in.

If a "Y" is entered in the prompt above, the system automatically posts a B200 code for $0.00 with a rate plan of "EDEP" for early departure.

UN-CHECKOUT A RESERVATION

Check a reservation in after it has been checked out using RDP131 power user option "U" - "Un-Checkout Res".

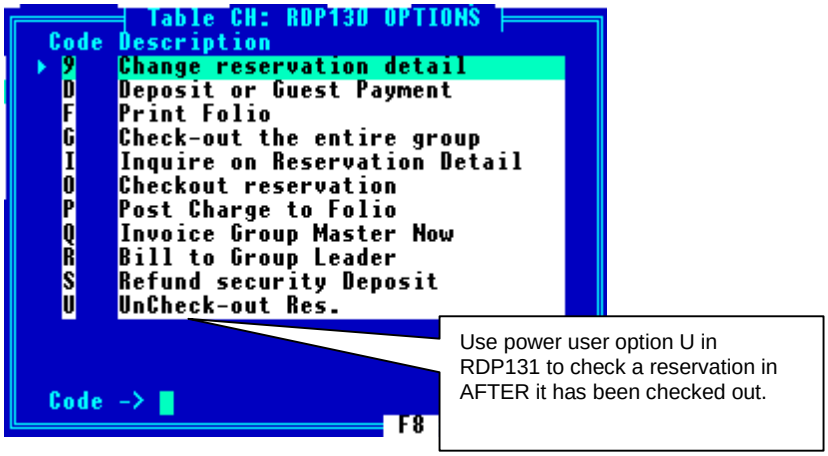


Table CH: RDP13D OPTIONS
Code Description
9 Change reservation detail
D Deposit or Guest Payment
F Print Folio
G Check-out the entire group
I Inquire on Reservation Detail
O Checkout reservation
P Post Charge to Folio
Q Invoice Group Master Now
R Bill to Group Leader
S Refund security Deposit
U UnCheck-out Res.
Code ->
F8
Use power user option U in RDP131 to check a reservation in AFTER it has been checked out.

After selecting power user option U, the system prompts to check the reservation back in. The reservation will be checked back as long as it meets the following criteria:

1. Reservation type is "7" or "8".
2. Reservation is not Long Term or Monthly.
3. The reservation's departure date is equal to the current system date.
4. The room that the reservation is checking back in to is not occupied.

Once the reservation checks back in, the following system changes are made:

1. The reservation type is changed to a "6".

2. The tape chart is updated to reflect the check-in.

3. Availability is reset for the unit number.

4. The early departure field is blanked out.

5. If RDP's Owner Billing module (R3) is installed, the owner portion on the reservation is reset to 0.00 and the B7DI code (non-revenue reservation - if applicable) created at checkout is deleted.

6. If RDP's Environmental (RF), Phone Actuator (RG), or Voice Mail (RM) interfaces are installed, a new check-in message is sent to the appropriate third party software.

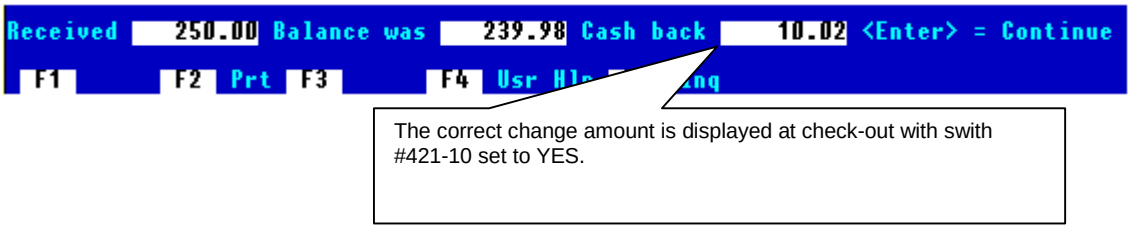
7. The original checkout time is left on the reservation. This time is overwritten when the reservation is checked-out again.

8. No changes are made to any transactions on the reservation, or to the reservation dates or pay flags. Any transfers already made to the master or leader remain.

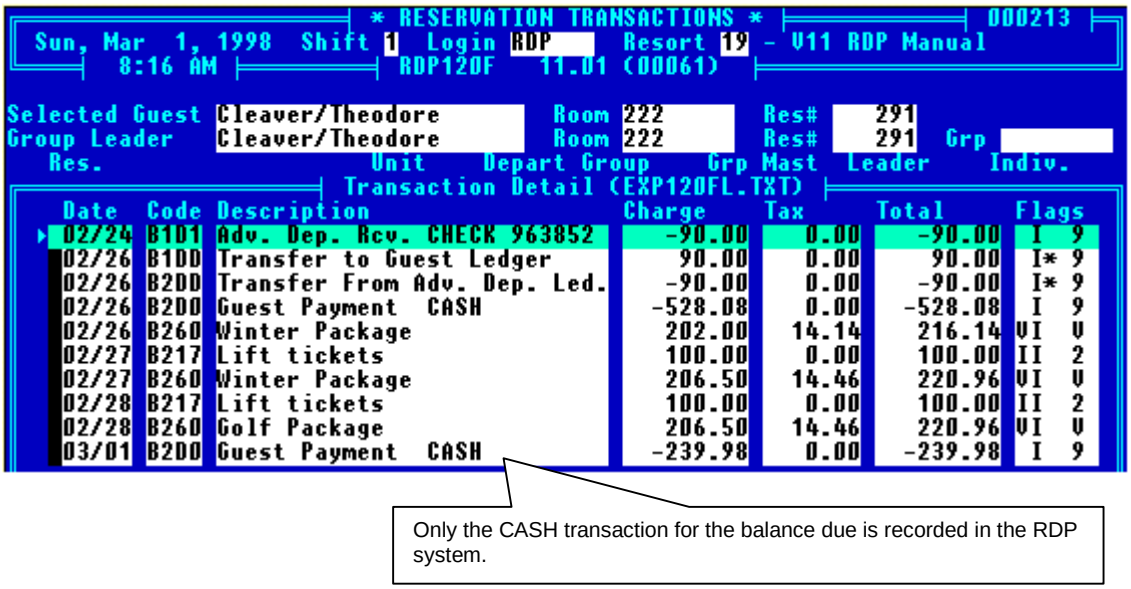
9. If the master and leader flags were changed to IP at checkout, they must be manually reset to the proper pay code.

SHOW “CASH BACK” AT CHECKOUT

The system can display a "Cash Back" (change) amount at checkout, helping front desk clerks to distribute correct change. This feature is only available for cash and check payments and can be activated by setting switch #421-10, Display 'cash back' during checkout (cash & check only, to YES. Once this feature is activated, the system displays the following prompt any time the amount paid is greater than the balance due.


Received 250.00 Balance was 239.98 Cash back 10.02 <Enter> = Continue
F1 F2 Prt F3 F4 Usr
The correct change amount is displayed at check-out with swith #421-10 set to YES.

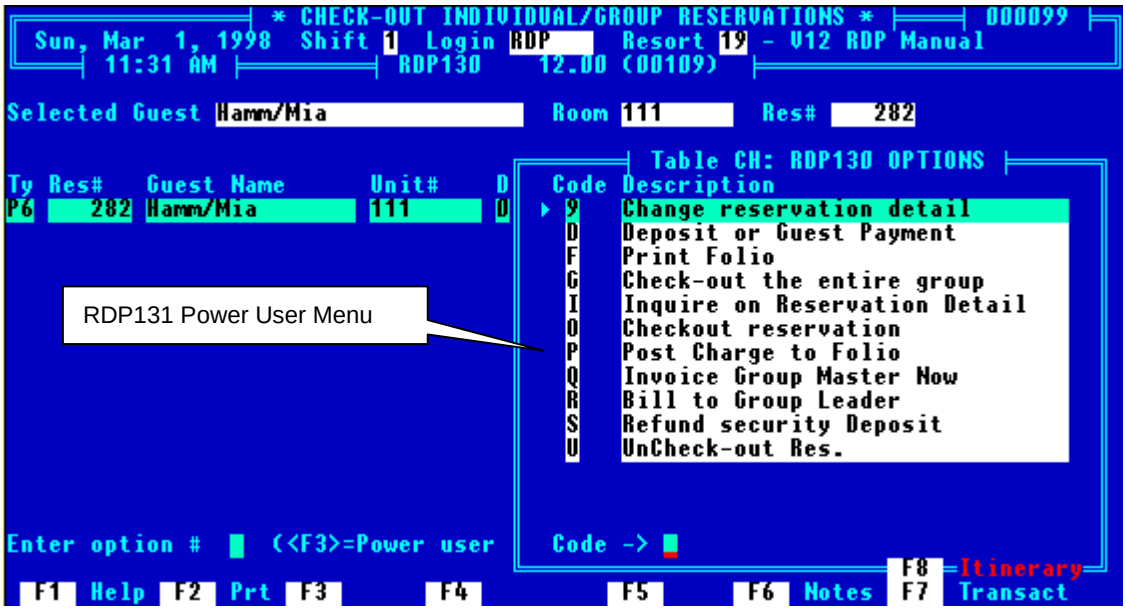
When utilizing the "Cash Back" feature, the system only records the payment for the balance due, as seen in <F7 - TRANSACTIONS> below.


* RESERVATION TRANSACTIONS *
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
8:16 AM RDP120F 11.01 (00061)
Selected Guest Cleaver/Theodore Room 222 Res# 291
Group Leader Cleaver/Theodore Room 222 Res# 291 Grp
Res. Unit Depart Group Grp Mast Leader Indiv.
Transaction Detail (EXP120FL.TXT)
Date Code Description Charge Tax Total Flags
02/24 B1D1 Adv. Dep. Rcv. CHECK 963852 -90.00 0.00 -90.00 I 9
02/26 B1DD Transfer to Guest Ledger 90.00 0.00 90.00 I* 9
02/26 B2DD Transfer From Adv. Dep. Led. -90.00 0.00 -90.00 I* 9
02/26 B2D0 Guest Payment CASH -528.08 0.00 -528.08 I 9
02/26 B260 Winter Package 202.00 14.14 216.14 VI V
02/27 B217 Lift tickets 100.00 0.00 100.00 II 2
02/27 B260 Winter Package 206.50 14.46 220.96 VI V
02/28 B217 Lift tickets 100.00 0.00 100.00 II 2
02/28 B260 Golf Package 206.50 14.46 220.96 VI V
03/01 B2D0 Guest Payment CASH -239.98 0.00 -239.98 I 9
Only the CASH transaction for the balance due is recorded in the RDP system.

With the "Cash Back" feature activated, guests checking out with a cash or check payment cannot be checked-out with a credit balance.

OTHER RDP131 POWER USER OPTIONS

As mentioned in the Reservations chapter, options 120 and 131 have power user menus to simplify making changes to the same reservation. Option 131 contains the checkout power user menu.


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000099
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:31 AM RDP130 12.00 (00109)
Selected Guest Hamm/Mia Room 111 Res# 282
Ty Res# Guest Name Unit# D
P6 282 Hamm/Mia 111 0
Table CH: RDP130 OPTIONS
Code Description
9 Change reservation detail
D Deposit or Guest Payment
F Print Folio
G Check-out the entire group
I Inquire on Reservation Detail
O Checkout reservation
P Post Charge to Folio
Q Invoice Group Master Now
R Bill to Group Leader
S Refund security Deposit
U UnCheck-out Res.
RDP131 Power User Menu
Enter option # (<F3>=Power user
Code ->
F1 Help F2 Prt F3 F4 F5 F6 Notes F7 Transact F8 Itinerary

The power user options are stored in Table CH. To update security fence levels, use option 090 from the System Manager Menu and update table CH. See the ***System Administrator*** section for more information about setting fence and power levels.

The following options are available on both the 120 and 131 power user menus:

- Option 9 - Change Reservation Detail
- Option D - Deposit or Guest Payment
- Option F - Print Folio
- Option I - Inquire on Reservation Detail
- Option P - Post Charge to Folio

The above power user options are covered in one of these preceding sections:

- Other 120 Power User Options
- Transactions
- Reservation Deposits

The remaining 131 power user options are:

G - Checkout Entire Group
O - Checkout this Reservation
S - Refund Security Deposit

Option G - Checkout Entire Group

Use power user menu option G to checkout all group members except for the group leader. Option G saves time when an entire group checks-out and no members have an individual balance due. Option G does NOT checkout any group member with an individual balance due or an arrival date not equal to today's date. See the Groups and Conferences chapter for more information about group checkout.

Option O - Checkout this Reservation

Option O is the default from the Change Individual/Group reservations screen in option 131. Using option O displays the first reservation screen and prompts for a balance due as described in the Checkout Individual Reservation section above.

Options Q & R - Invoice Group Master/Leader

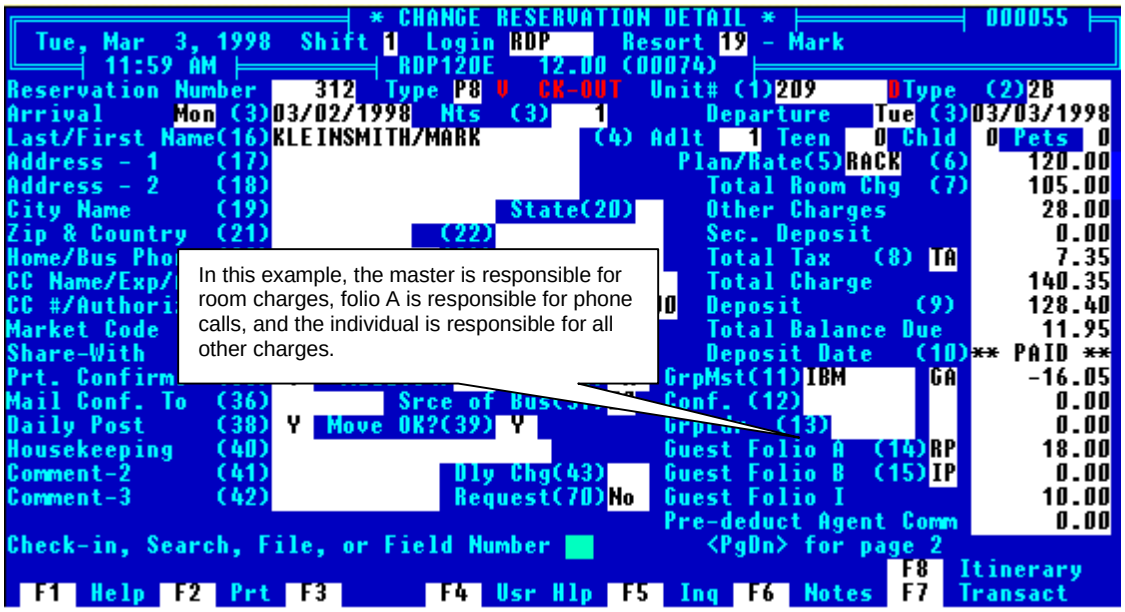
Bill group masters and leaders AFTER a guest has checked-out. In previous versions of RDP, any adjustments or corrections were posted as direct charges to the group master or leader. With Version 12, two new power user option exist in RDP130:

1. "Q" - "Invoice Group Master Now"

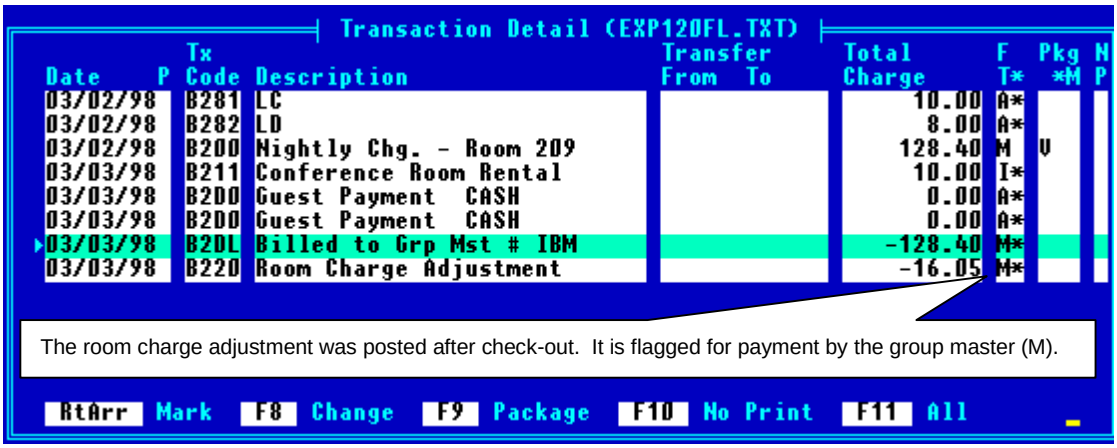
2. "R" - "Bill to Group Leader"

These new power user options allow transactions to be posted directly to a reservation and transferred to either the master or leader after the guest checks out. Room charge adjustments can be posted to the guest and then transferred to the master in order for the correct balance to display on the group master statement.

For example, the following reservation has three billing entities, a group master, folio A, and folio I. The group master is responsible for room charges (Group Pay Code GA), folio A is responsible for telephone calls (Group Pay Code RP), and the individual is responsible for all other charges. This configuration is seen below.


* CHANGE RESERVATION DETAIL *
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - Mark
11:59 AM RDP120E 12.00 (00074)
Reservation Number 312 Type P8 V CK-OUT Unit# (1)209 Type (2)2B
Arrival Mon (3)03/02/1998 Nts (3) 1 Departure Tue (3)03/03/1998
Last/First Name(16)KLEINSMITH/MARK (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17) Plan/Rate(5)RACK (6) 120.00
Address - 2 (18) Total Room Chg (7) 105.00
City Name (19) State(20) Other Charges 28.00
Zip & Country (21) (22) Sec. Deposit 0.00
Home/Bus Pho Total Tax (8) TA 7.35
CC Name/Exp/ Total Charge 140.35
CC #/Authori Deposit (9) 128.40
Market Code Total Balance Due 11.95
Share-With Deposit Date (10)** PAID **
Prt. Confirm GrpMst(11)IBM GA -16.05
Mail Conf. To (36) Srce of Bus Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y (13) 0.00
Housekeeping (40) Guest Folio A (14)RP 18.00
Comment-2 (41) Dly Chg(43) Guest Folio B (15)IP 0.00
Comment-3 (42) Request(70)No Guest Folio I 10.00
Pre-deduct Agent Comm 0.00
Check-in, Search, File, or Field Number
<PgDn> for page 2
In this example, the master is responsible for room charges, folio A is responsible for phone calls, and the individual is responsible for all other charges.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Itinerary F7 Transact

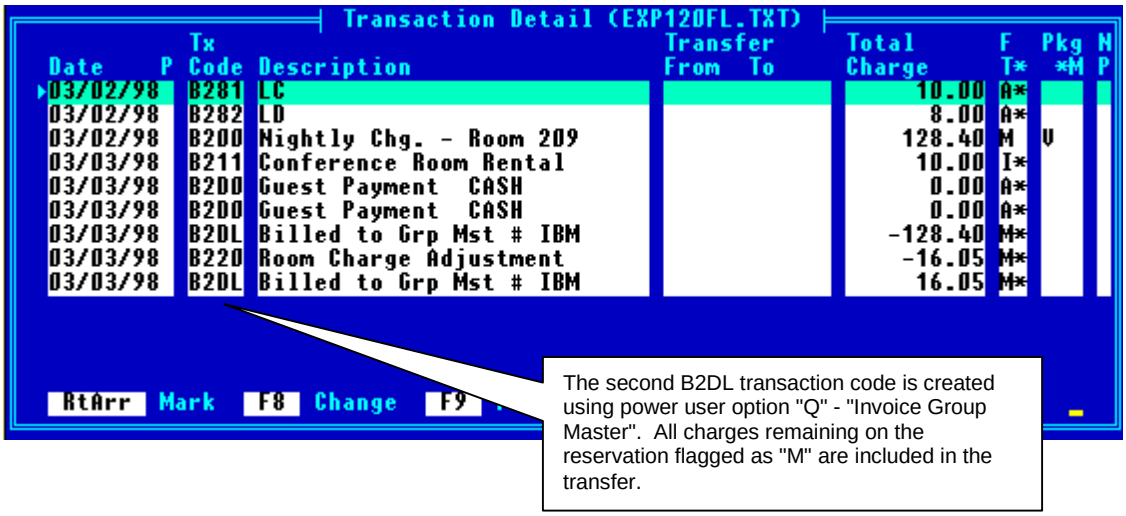
Looking at the transactions posted on this reservation, a B2DL code has already been generated by the checkout process, transferring the nightly room charge from 03/03/98 to the group master. However, it appears that a room charge adjustment for a credit of $16.05 was posted to the reservation after checkout.


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/02/98 B281 LC 10.00 A*
03/02/98 B282 LD 8.00 A*
03/02/98 B200 Nightly Chg. - Room 209 128.40 M V
03/03/98 B211 Conference Room Rental 10.00 I*
03/03/98 B2D0 Guest Payment CASH 0.00 A*
03/03/98 B2D0 Guest Payment CASH 0.00 A*
03/03/98 B2DL Billed to Grp Mst # IBM -128.40 M*
03/03/98 B220 Room Charge Adjustment -16.05 M*
The room charge adjustment was posted after check-out. It is flagged for payment by the group master (M).
RtArr Mark F8 Change F9 Package F10 No Print F11 All

Use the new power user option "Q" in order to bill the group master for this room charge adjustment (a credit in this example). After choosing option "Q", the system first alerts the user that a credit balance will be transferred.

Next, the system verifies the total being transferred to the group master.

Once the transfer process is complete, pressing <F7> reveals another B2DL transaction code, this time transferring the room charge adjustment to the group master.


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/02/98 B281 LC 10.00 A*
03/02/98 B282 LD 8.00 A*
03/02/98 B200 Nightly Chg. - Room 209 128.40 M V
03/03/98 B211 Conference Room Rental 10.00 I*
03/03/98 B2D0 Guest Payment CASH 0.00 A*
03/03/98 B2D0 Guest Payment CASH 0.00 A*
03/03/98 B2DL Billed to Grp Mst # IBM -128.40 M*
03/03/98 B220 Room Charge Adjustment -16.05 M*
03/03/98 B2DL Billed to Grp Mst # IBM 16.05 M*
RtArr Mark F8 Change F9
The second B2DL transaction code is created using power user option "Q" - "Invoice Group Master". All charges remaining on the reservation flagged as "M" are included in the transfer.

Transferring charges to the Group Leader is accomplished using power user option "R" - "Bill to Group Leader".

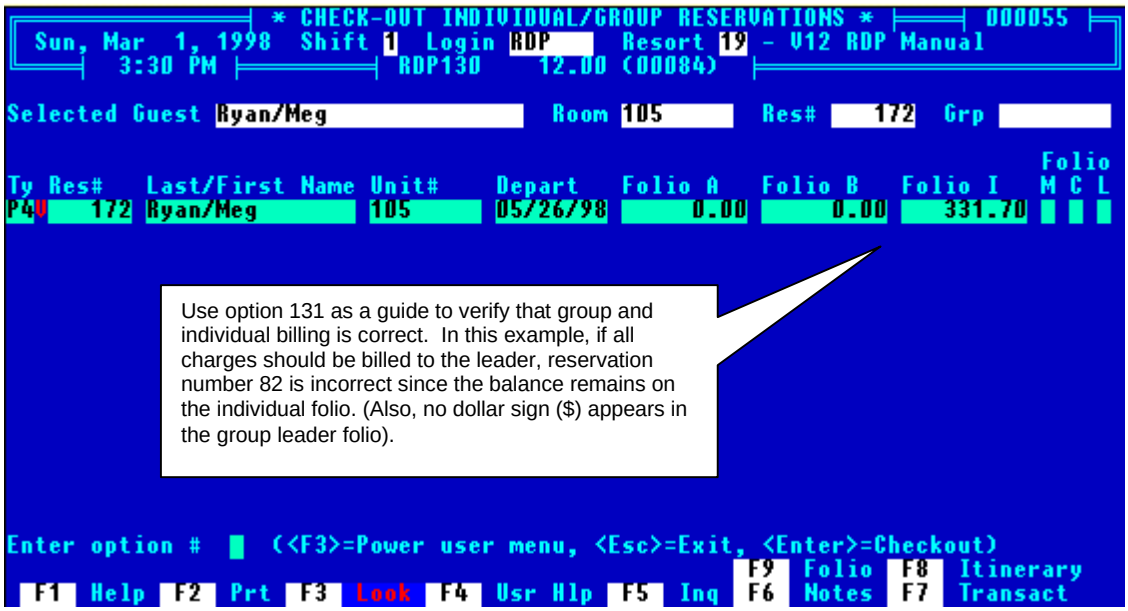
Option S - Refund Security Deposit

A security deposit is posted to a reservation as a code "08" - "Security Deposit". The first payment received on the reservation screen is marked as the "security deposit" in field number 14 on the first reservation screen. Use option S to refund the security deposit. The first prompt is the amount of refund, followed by whether or not the system will generate the refund check. Once the deposit is refunded, the reservation type is changed to a "P7".

RDP131 CHANGE INDIVIDUAL/GROUP RESERVATION SCREEN

The Change Individual/Group Reservation screen is different in option 131 than it is in option 120. In option 131, the screen displays can be toggled to display all six balance due fields (master, conference, leader, A, B, and I).

Option 131 Change Individual/Group Reservation Screen


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:30 PM RDP130 12.00 (00084)
Selected Guest Ryan/Meg Room 105 Res# 172 Grp
Ty Res# Last/First Name Unit# Depart Folio A Folio B Folio I Folio M C L
P4U 172 Ryan/Meg 105 05/26/98 0.00 0.00 331.70
Use option 131 as a guide to verify that group and individual billing is correct. In this example, if all charges should be billed to the leader, reservation number 82 is incorrect since the balance remains on the individual folio. (Also, no dollar sign ($) appears in the group leader folio).
Enter option # (<F3>=Power user menu, <Esc>=Exit, <Enter>=Checkout)
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F9 Folio F6 Notes F8 Itinerary F7 Transact

The Change Individual/Group Reservation screen in option 120 displays arrival date, unit type, sharewith reservation number, and daily rate since future and checked-in reservations are accessed using option 120. When the reservation is being checked-out with option 131, the front desk's focus switches to billing. Therefore, the information displayed for each reservation changes, including:

Field	**Description**
Ty	Reservation Type. Indicates reservation status: inventory pre-assign, maintenance, advance, advance with paid deposit, checked-in, checked-out, etc. See Reservation Types in the Reservations chapter for more information.
Res. Number	Reservation number assigned to this reservation. Each reservation has a unique number.
Last/First Name	Guest name on the reservation.
Unit Number	Unit number the guest currently occupies.
Depart Date	Date the reservation is scheduled to checkout.
Folios A & B	Total Balance in folios A & I
Indiv. Portion	The portion of the total balance due paid by the guest.
Grp. Mast. Portion	The portion of the total balance due that will be transferred to the group master at checkout.
Conference	The portion of the total balance due that will be transferred to the "Conference" at checkout. The "Conference" features will be implemented in later releases on Version 12.00
Leader Portion	Portion of the total balance due transferred to the group leader at checkout.

The three amounts on this screen total the balance due on the reservation. Use this screen when checking out groups to verify that billing is correct. If the group contract states that room & tax should be billed to the group leader, verify large amounts in the Leader Portion column and small amounts ion the Indiv. Portion column. This is a useful visual check for verifying a group is set to bill the master, leader, or individual correctly. See the ***Groups and Conferences*** chapter for more information about group billing.

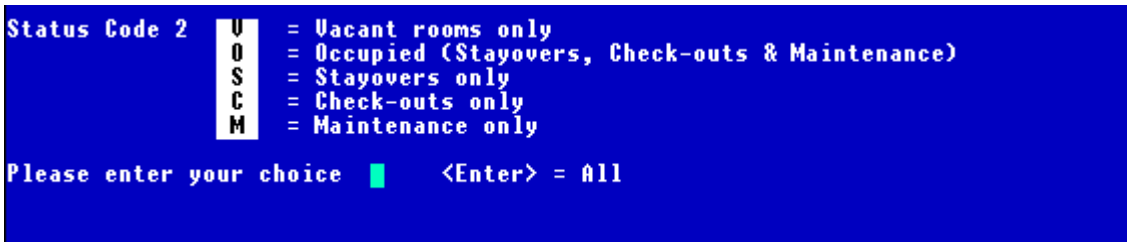
MARK UNITS CLEAN

Another front desk function is to mark units as clean after housekeeping has serviced the room. Use option 206 on the Front Desk Power menu to change a unit's clean/dirty status. After choosing option 206, the system displays the following prompt:

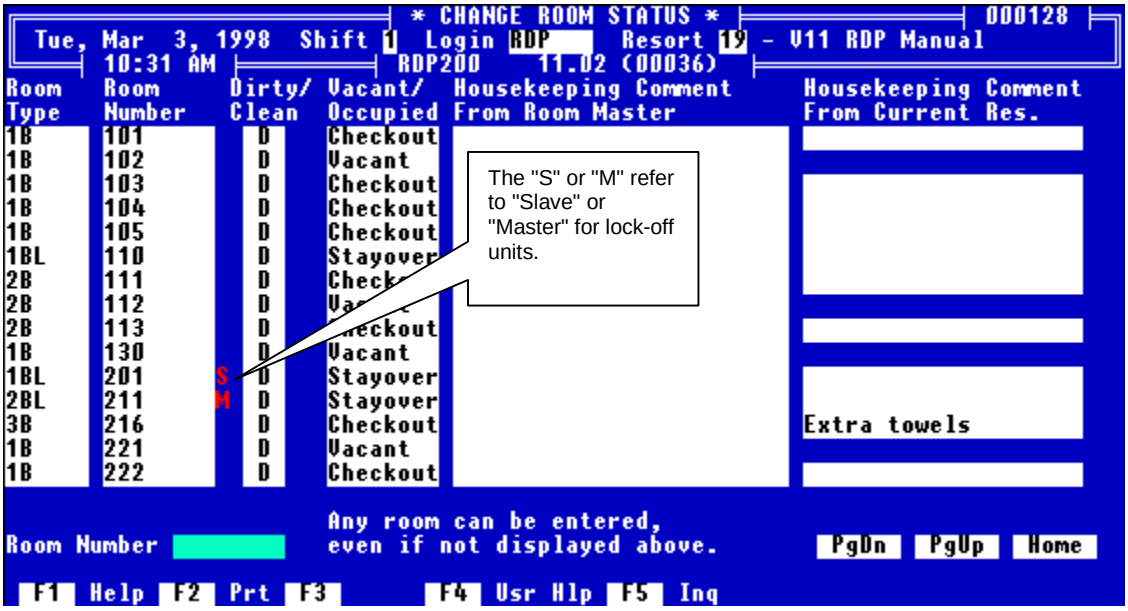
* CHANGE ROOM STATUS *
000128
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
10:26 AM RDP200 11.02 (00036)
Status Code 1 (D=Dirty, C=Clean)
<Enter> = All, <Esc> = Exit

Enter "D" to display only dirty rooms, "C" to display clean rooms, or <ENTER> for all rooms regardless of housekeeping status.

Next, the system displays:


Status Code 2
V = Vacant rooms only
O = Occupied (Stayovers, Check-outs & Maintenance)
S = Stayovers only
C = Check-outs only
M = Maintenance only
Please enter your choice
<Enter> = All

Enter the appropriate category. The system then displays the "Change Room Status" screen:


* CHANGE ROOM STATUS *
000128
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
10:31 AM RDP200 11.02 (00036)
Room Type
Room Number
Dirty/ Clean
Vacant/ Occupied
Housekeeping Comment From Room Master
Housekeeping Comment From Current Res.
1B 101 D Checkout
1B 102 D Vacant
1B 103 D Checkout
1B 104 D Checkout
1B 105 D Checkout
1BL 110 D Stayover
2B 111 D Check
2B 112 D Va
2B 113 D eckout
1B 130 D Vacant
1BL 201 S D Stayover
2BL 211 M D Stayover
3B 216 D Checkout
1B 221 D Vacant
1B 222 D Checkout
Extra towels
The "S" or "M" refer to "Slave" or "Master" for lock-off units.
Any room can be entered, even if not displayed above.
Room Number
PgDn
PgUp
Home
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Units are displayed based on the above criteria (Dirty, Clean, Stayover, Vacant, etc.). For occupied units, the housekeeping comment (Comment-1) from the reservation displays along with the Maid Comment from

the Unit Master screen. The Maid Comment from the Unit Master is a text field that can be utilized for providing additional housekeeping information about a specific room. The reservation comment is used for housekeeping needs for that specific reservation such as extra towels, crib, etc.

The option line at the bottom of the screen prompts for the unit number. To change the status, enter the unit number. The unit does NOT have to be listed on the current screen. The system displays the current status and prompts for a new status. Type the new status and press <ENTER>.

Blank is Clean

Clean units are listed as blank in the clean/dirty status. To mark a unit clean, enter the unit number and press <ENTER> twice. The second <ENTER> accepts the default status of " " (blank).

The list of unit numbers can be changed using <PGUP>, <PGDN>, <HOME>, and <END>.

SHIFT CLOSING

The following procedures are recommended for closing a front desk shift. Each property should modify these procedures to suit their needs. These procedures can be found in <F4 - USER HELP> under the code ^FD01.

1. Post any outstanding charges: restaurant, fax, phone calls, etc.

2. Verify payments by printing the “709” - “Payments RCV by Shift/Initials” on the Front Desk Reports Menu. This report lists all payments by either shift or initials and breaks them out by payment type (cash, check, VISA, MC, etc.) Verify all payments to a source OUTSIDE the RDP system. CORRECTIONS: If a payment is incorrect, use <F8 - CHANGE> to correct it. If corrections are made, reprint the 709 report. See sample report below.

3. Verify transactions by printing the “765” - “TX for Shift/Initials - Detail” from the Front Desk Reports Menu. Verify each transaction to a source outside the system such as restaurant ticket or debit/credit voucher slips. CORRECTIONS: If a transaction was posted incorrectly, use <F8 - CHANGE> to correct.

4. Close to the next shift by following these steps:

    A) On the Front Desk Menu, use Option 900-chose Shift or Day.

    B) Enter “C” for Close and verify the new posting information is correct for the NEXT shift.

    C) Enter “C” for close again.

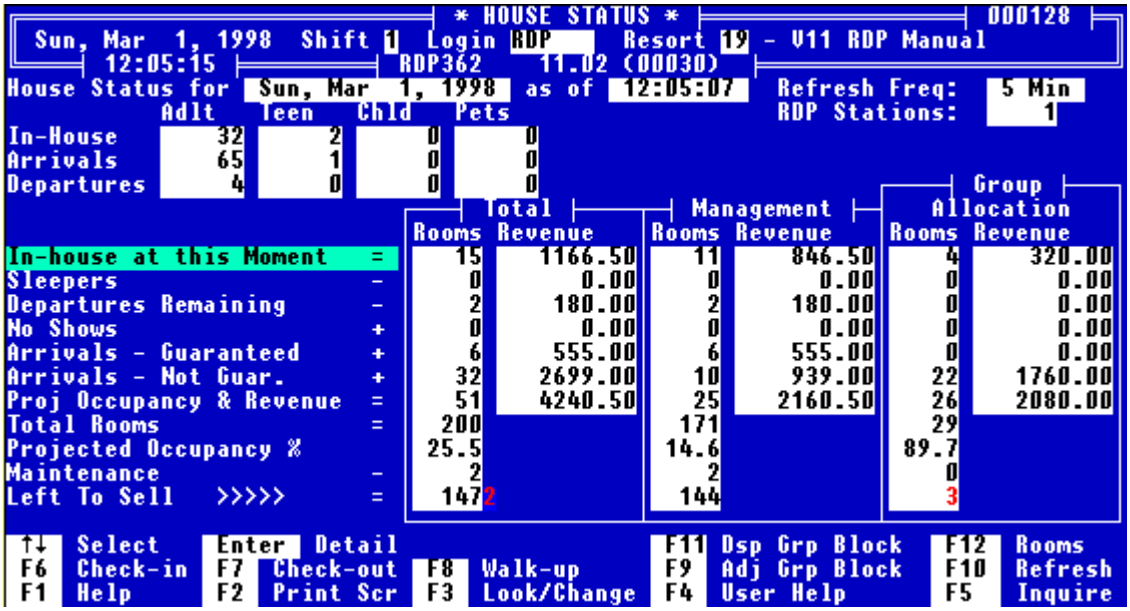
5. Each workstation is automatically exited to the Resorts screen.

If the property does NOT “close” shifts, it is possible to balance payments and transaction postings by clerk initials. When balancing by clerk initials, steps four and five are omitted.

HOUSE STATUS SCREEN

The House Status screen, option 362 on the Reservations, Front Desk, and Night Audit Menus is a "snapshot" of the property's current occupancy. From this screen, almost all front desk functions can be performed, including check-ins, checkouts, making walk-in reservations, inquiring on reservations, and adjusting group blocks.

362 - House Status Screen


* HOUSE STATUS *
000128
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:05:15 RDP362 11.02 (00030)
House Status for Sun, Mar 1, 1998 as of 12:05:07 Refresh Freq: 5 Min
RDP Stations: 1
Adlt Teen Chld Pets
In-House 32 2 0 0
Arrivals 65 1 0 0
Departures 4 0 0 0
Total Management Group Allocation
Rooms Revenue Rooms Revenue Rooms Revenue
In-house at this Moment = 15 1166.50 11 846.50 4 320.00
Sleepers - 0 0.00 0 0.00 0 0.00
Departures Remaining - 2 180.00 2 180.00 0 0.00
No Shows + 0 0.00 0 0.00 0 0.00
Arrivals - Guaranteed + 6 555.00 6 555.00 0 0.00
Arrivals - Not Guar. + 32 2699.00 10 939.00 22 1760.00
Proj Occupancy & Revenue = 51 4240.50 25 2160.50 26 2080.00
Total Rooms = 200 171 29
Projected Occupancy % 25.5 14.6 89.7
Maintenance - 2 2 0
Left To Sell >>>>> = 1472 144 3
↑↓ Select Enter Detail F11 Dsp Grp Block F12 Rooms
F6 Check-in F7 Check-out F8 Walk-up F9 Adj Grp Block F10 Refresh
F1 Help F2 Print Scr F3 Look/Change F4 User Help F5 Inquire

Occupancy Snapshot

Option 362 shows a “snapshot” of the property at the instant the option is selected. It is only available for the current date and time, not future dates. The first line of the display shows the date and time of the last snapshot, Sunday, March 1, 1998 at 12:05:07. The screen automatically refreshes every 5 minutes. The refresh frequency can be adjusted on a workstation by workstation basis by using Option 094 on the System Manager Menu. Pressing <F10 - REFRESH> at any time can manually refresh the 362 screen. The refresh frequency should normally be no less than five minutes to conserve system resources.

RDP Stations

The third line of the display in the top right hand corner shows the number of workstations logged in to the RDP system as of 12:05. This number also automatically refreshes every five minutes.

People Classifications

The number of people in each classification currently in-house is displayed in the top left corner. This total is calculated by reading all in-house reservations and adding the people classification fields.

Arrivals/Departures by Classification

The number of people arriving today is calculated by reading all future reservations arriving on the current date and adding the people classification fields. The departing numbers are calculated by reading all checked-in reservations with a departure date of today or earlier.

Total Rooms Column

The "Total Rooms" column shows the number of rooms in each category. It is always equal to the sum of the Management Rooms + Group with Allocation Rooms. It is possible to show only the total rooms to simplify the screen by changing switch #419-9, Display Group Blocks on In-House Status Screen, to No.

Total Revenue Column

The "Total Revenue" column shows the total revenue that will be generated by the number of rooms in each category (arrivals, departures, etc.). It is always equal to the sum of the Management Revenue + Groups with Allocation Revenue. This column is calculated by adding the daily room rate field on all qualifying reservations. The revenue totals can be suppressed on a workstation by workstation basis by using Option 094 on the System Manager Menu and changing field #15, Display Revenue in RDP362, to No.

Mgmt Rooms Column

The "Mgmt Rooms" column shows the number of rooms in each category (arrivals, departures, etc.) that are not related to group blocks (i.e. “management”). If groups are blocked using the Enhanced Group module (RB), this is a critical column since it provides information regarding the property's status. For example, the 362 screen above shows 144 rooms left to sell under the Management Rooms column. This is the number of rooms left that have not been allocated to groups. The total rooms left to sell is 147 which includes the rooms allocated to groups. Even though there are 147 rooms left, management (i.e., the front desk for walk-ins), really only has 144 left since 3 have been allocated to groups.

Mgmt Revenue Column

The "Management Revenue" column shows the total revenue from each category that is not related to group blocks (i.e. management only).

Groups with Allocation (Rooms)

The "Groups with Allocation-Rooms" column shows the number of rooms in each category that is related to group blocks.

Groups with Allocation (Revenue)

The "Groups with Allocation-Revenue" column shows the total revenue from each category that is related to group blocks.

Module RB-Enhanced Groups *NOT* Installed

Without the RB - Enhanced Groups module, eliminate the last four columns by changing switch #419-9, Display Group Blocks on In-House Status Screen, to NO.

In-House at this Moment

The "In-house at this Moment" row is calculated by reading all reservations that are currently checked-in. This includes reservations departing today but not maintenance reservations (type X) or reservations in non-rental rooms (unit type begins with N/R). Highlight the "In-House at this Moment" row and use <F3 - LOOK> or <ENTER> to display all reservations that comprise the in-house total.

Sleepers

A “sleeper” is a guest that is currently checked-in with a departure date prior to the current day. In this example, the current date is Sunday, March 1, 1998. Any checked-in guest with a departure date of February 28 or earlier is included on the sleeper line. When reading the 362 screen, there should never be any sleepers in any column. If sleepers appear, they should be dealt with immediately. Use the arrow keys to move the highlight bar to the Sleeper line and then press <F3 - LOOK> (or <ENTER>) to display detail. If a guest appears as a sleeper and has left the property, checkout the reservation. If a "sleeper" extended his stay, change the departure date on the reservation and post any necessary room charges.

Departures Remaining

A “departure remaining” is a guest that is currently checked-in but has a departure date equal to the current day. In the example, the current date is Sunday, March 1, 1998. Any checked-in guest with a departure date of March 1 is included. Use the arrow keys to move the highlight bar to the "Departures Remaining" line and press <F3 - LOOK> to display detail. If a guest appearing in the detail listing has left the property, checkout the reservation by highlighting it and pressing <ENTER>.

The "Departures Remaining" column must be zero before posting room and tax during night audit or the daily statistics will be inaccurate.

No Shows

A “no show” is an advance reservation with an arrival date prior to today's date. In this example, the current date is Sunday, March 1, 1998. Any advance reservation with an arrival date of February 28 or earlier is included. When reading the 362 screen, there should never be any no-shows in any column since no-shows should be canceled on a daily basis.

Use Report 720 on the Night Audit Reports Menu to produce a list of all no-shows. No shows must be canceled or updated daily. If no-shows remain in the system, rooms show as unavailable that actually are available to rent.

Arrivals Guaranteed

A “guaranteed arrival” is a future reservation with an arrival date equal to the current system date and the guaranteed field equal to "Y". In this example, the current date is Sunday, March 1, so any reservation with an arrival date of March 1 with “GTD = Y” is counted. Note that a paid deposit or the existence of a credit card does not automatically make the reservation guaranteed. Use power user option 9 - Change Reservation Detail, to set field #35 (GTD) to Y in order for a reservation to show as guaranteed on the 362 screen. A list of guaranteed arrivals can be displayed by moving the highlight bar to the "Arrivals-Guaranteed" line and pressing <F3 - LOOK> (or <ENTER>). Arrivals can be checked-in from the 362 screen by highlighting the correct reservation and pressing <ENTER>.

Arrivals Not Guaranteed

A “non-guaranteed” arrival is defined as a future reservation with an arrival date equal to the current system date and the guaranteed field is N. In this example, the current date is Sunday, March 1, so any reservation with an arrival date of March 1 with “GTD=N” is counted. A list of non-guaranteed arrivals can be displayed by moving the highlight bar to the "Arrival - Not Guar" line and pressing <F3 - LOOK> (or <ENTER>). Arrivals can be checked-in from the 362 screen by highlighting the correct reservation and pressing <ENTER>.

Projected Occupancy & Revenue

The Projected Occupancy and Revenue line shows the rooms/revenue that will result tonight if all the sleepers and departures are checked-out and all no-shows and arrivals are checked-in. It does not include any “walk-in” business estimate. The "Proj. Occupancy & Revenue" is calculated from the lines displayed on the 362 screen as follows:

In-House at this Moment

- Sleepers
- Departures
+ No Shows
+ Arrivals Guaranteed
+ Arrivals Not Guaranteed

= Projected Occupancy and Revenue

Total Rooms

The Total Rooms line shows how many rooms are in the system. Rooms with a unit type of N/R (non-rental) or OLD (old rooms no longer rented) are not included in this total.

Projected Occupancy Percentage

The "Projected Occupancy %" is calculated from previous lines on the 362 screen as follows:

Projected Occupied Rooms
---------- = Projected Occupancy Percentage
Total Rooms

Maintenance Rooms

Maintenance rooms are calculated by reading all type “X” in-house reservations. A list of all rooms in maintenance can be viewed by moving the highlight bar to the Maintenance row and pressing <F3 - LOOK> (or <ENTER>).

If rooms are no longer in maintenance, it is critical to checkout the “X” reservations with Option 131 in order to make the rooms available to rent.

Left to Sell

The Rooms Left to Sell line is calculated from previous lines in 362 as follows:

Total Rooms
- Projected Occupied Rooms
- Maintenance Rooms
= Rooms Left to Sell

If module RB-Enhanced Groups is installed, the column "Group with Allocation - Rooms Left to Sell" should be zero. Since the 362 screen always shows a property snapshot at the current date and time, group room allocations should all be picked up or adjusted by the group's arrival date. Group room blocks can be adjusted from the 362 screen by pressing <F9 - ADJ GRP BLOCK>.

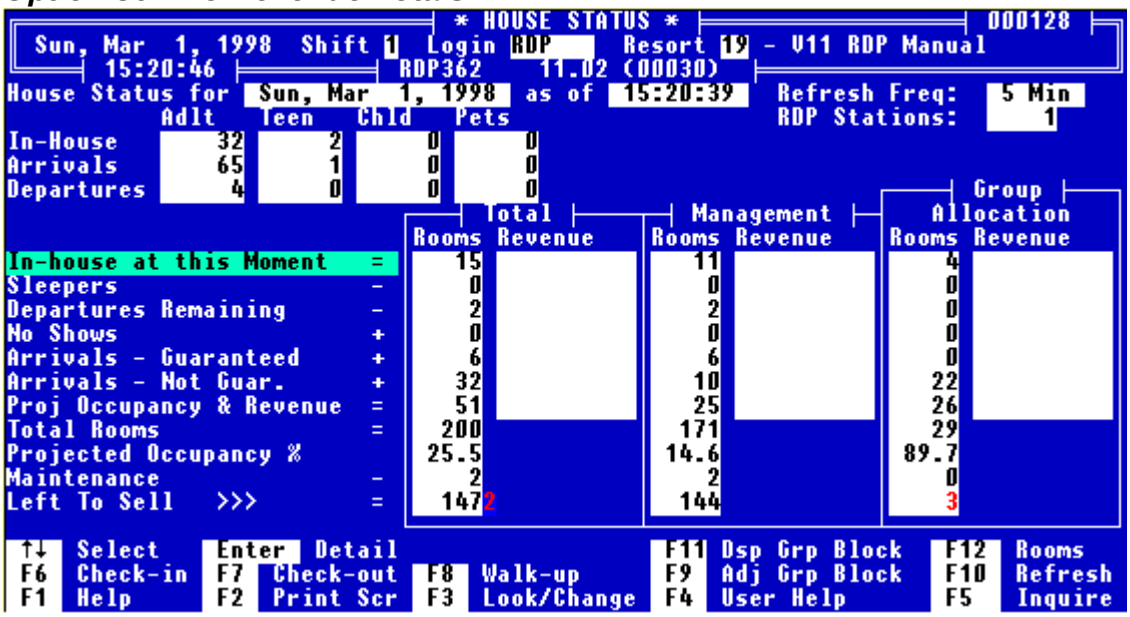
Beginning in Version 11, the "Left to Sell" line item in option 362 displays available rooms. However, note that if the property utilizes inventory reservations, the number of rooms displayed will not match the number of rooms left to sell in 362! (Those rooms have not been assigned yet!) To view available rooms in option 362, highlight the "Left to Sell" line and press <ENTER>. The system prompts for the number of days and facility data, if the feature is activated.

Customizing the 362 Screen

The previous example of the 362 screen shows the “full power” of Option 362. However, not all employees should see the revenue estimates. To suppress the revenue columns, use Option "094" - "Update File Paths" on the System Manager Menu. Access field #15:

Change this setting to NO on every workstation that should NOT display revenue totals. This setting is on a workstation-by-workstation basis. The 362 screen then displays as:

Option 362-No Revenue Totals


* HOUSE STATUS *
000128
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
15:20:46 RDP362 11.02 (00030)
House Status for Sun, Mar 1, 1998 as of 15:20:39
Refresh Freq: 5 Min
RDP Stations: 1
Adlt Teen Chld Pets
In-House 32 2 0 0
Arrivals 65 1 0 0
Departures 4 0 0 0
Total
Management
Group Allocation
Rooms Revenue
In-house at this Moment = 15 11 4
Sleepers - 0 0 0
Departures Remaining - 2 2 0
No Shows + 0 0 0
Arrivals - Guaranteed + 6 6 0
Arrivals - Not Guar. + 32 10 22
Proj Occupancy & Revenue = 51 25 26
Total Rooms = 200 171 29
Projected Occupancy % 25.5 14.6 89.7
Maintenance - 2 2 0
Left To Sell >>> = 1472 144 3
↑↓ Select Enter Detail F11 Dsp Grp Block F12 Rooms
F6 Check-in F7 Check-out F8 Walk-up F9 Adj Grp Block F10 Refresh
F1 Help F2 Print Scr F3 Look/Change F4 User Help F5 Inquire

Change Refresh Frequency

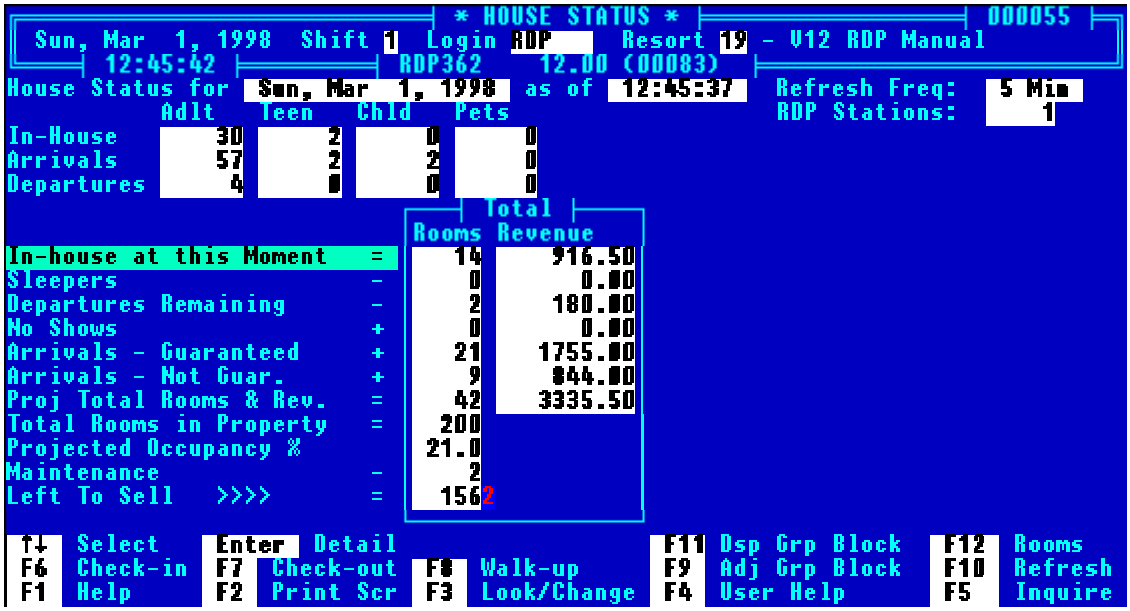
Option 362 shows a "snapshot" of the property at the instant the option was selected. The screen refreshes (i.e., a new snapshot is taken), at a user controller interval on a workstation-by-workstation basis. System switch 419-10, Refresh Frequency (minutes) for House Status Display, holds the system wide default for the refresh frequency.

Normally, this is set to five minutes, indicating that every workstation in the system refreshes at five minute intervals. It is possible to set any workstation at a different rate by using Option 094 from the System Manager Menu and changing field #14, RDP362 Refresh (Minutes). The refresh frequency for an RDP login name can also be set in field #6 in Table PW. See the ***System Administrator*** chapter for more information on creating login names.

☒ ***RDP recommends the refresh rate be set to 5 minutes or greater to avoid overuse of the fileserver. The <F10>-Refresh key can always be used to refresh the screen when needed.***

Totals Only (No Group Allocations)

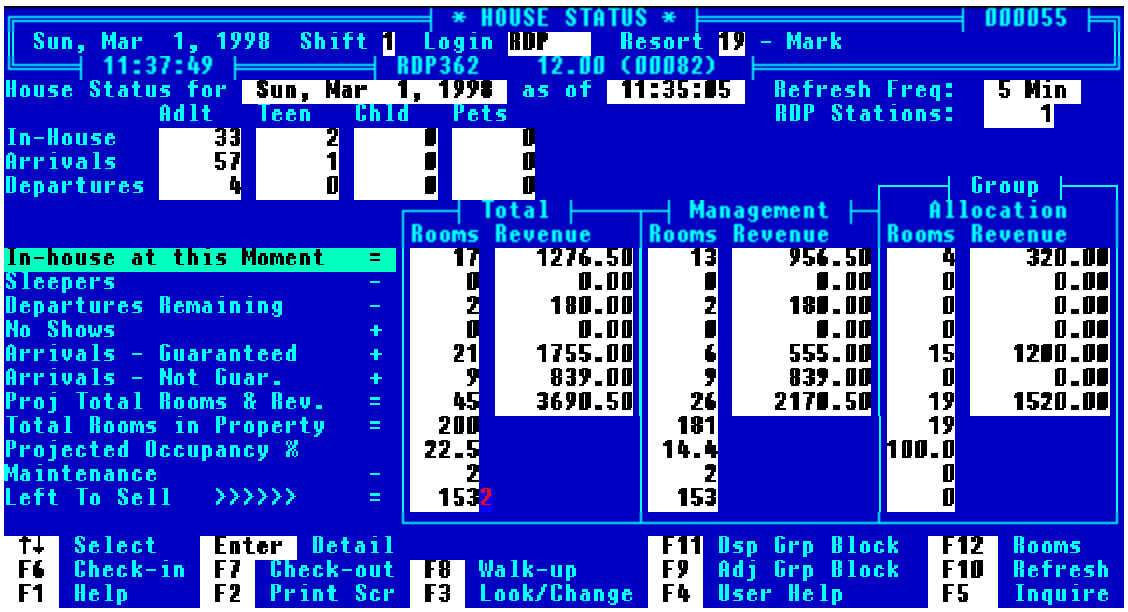
Option 362 can be simplified to show the totals column(s) only. In order to simplify this screen, change switch #419-9, Display Group Blocks on In-House Status Screen, to NO. The screen then appears as:


* HOUSE STATUS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:45:42 RDP362 12.00 (00083)
House Status for Sun, Mar 1, 1998 as of 12:45:37
Refresh Freq: 5 Min
RDP Stations: 1
Adlt Teen Chld Pets
In-House 30 2 0 0
Arrivals 57 2 2 0
Departures 4 0 0 0
Total
Rooms Revenue
In-house at this Moment = 14 916.50
Sleepers - 0 0.00
Departures Remaining - 2 180.00
No Shows + 0 0.00
Arrivals - Guaranteed + 21 1755.00
Arrivals - Not Guar. + 9 844.00
Proj Total Rooms & Rev. = 42 3335.50
Total Rooms in Property = 200
Projected Occupancy % 21.0
Maintenance - 2
Left To Sell >>>> = 156
↑↓ Select Enter Detail
F6 Check-in F7 Check-out F8 Walk-up
F1 Help F2 Print Scr F3 Look/Change
F11 Dsp Grp Block F12 Rooms
F9 Adj Grp Block F10 Refresh
F4 User Help F5 Inquire

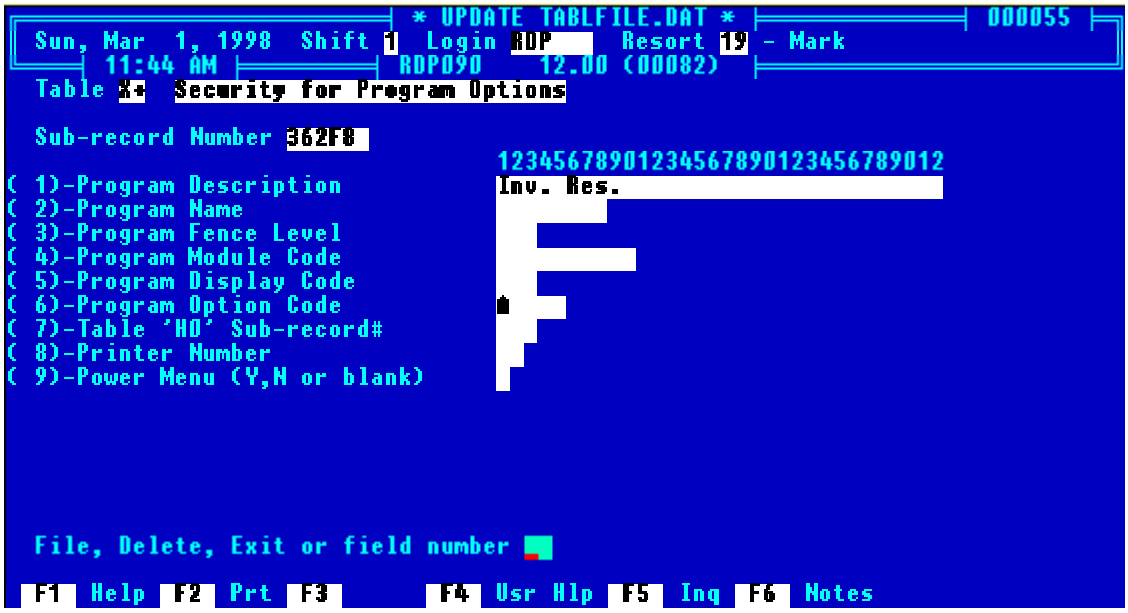
Customizing the <F8 - NEW RESERVATION> Key

The <F8> key in option "362" - "View Current Occupancy Status" can be customized in order to default to the most common type of reservation made from the house status screen, i.e. - pre-assign or inventory. In addition, the <F8> key may be configured to default to a specific reservation method, such as "R" for Room Availability or "A" for Inventory Availability.

A sample 362 House Status screen follows.


* HOUSE STATUS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:37:49 RDP362 12.00 (00082)
House Status for Sun, Mar 1, 1998 as of 11:35:05
Refresh Freq: 5 Min
RDP Stations: 1
Adlt Teen Chld Pets
In-House 33 2 0 0
Arrivals 57 1 0 0
Departures 4 0 0 0
Total
Rooms Revenue
Management
Rooms Revenue
Group Allocation
Rooms Revenue
In-house at this Moment = 17 1276.50 13 956.50 4 320.00
Sleepers - 0 0.00 0 0.00 0 0.00
Departures Remaining - 2 180.00 2 180.00 0 0.00
No Shows + 0 0.00 0 0.00 0 0.00
Arrivals - Guaranteed + 21 1755.00 6 555.00 15 1200.00
Arrivals - Not Guar. + 9 839.00 9 839.00 0 0.00
Proj Total Rooms & Rev. = 45 3690.50 26 2170.50 19 1520.00
Total Rooms in Property = 200 181 19
Projected Occupancy % 22.5 14.4 100.0
Maintenance - 2 2 0
Left To Sell >>>>>> = 153 153 0
↑↓ Select Enter Detail
F6 Check-in F7 Check-out F8 Walk-up
F1 Help F2 Print Scr F3 Look/Change
F11 Dsp Grp Block F12 Rooms
F9 Adj Grp Block F10 Refresh
F4 User Help F5 Inquire

In this example, the <F8> key is configured for defaulting to a "Walk-Up" reservation. In order to change this default, update table X+, sub-record 362F8. For example, if your property always makes inventory reservations, and assigns rooms when the guest arrives, update sub-record 362F8 as follows:


* UPDATE TABLFILE.DAT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:44 AM RDP090 12.00 (00082)
Table X+ Security for Program Options
Sub-record Number 362F8
1234567890123456789012345678901 2
(1)-Program Description
(2)-Program Name
(3)-Program Fence Level
(4)-Program Module Code
(5)-Program Display Code
(6)-Program Option Code
(7)-Table 'HO' Sub-record#
(8)-Printer Number
(9)-Power Menu (Y,N or blank)
Inv. Res.
File, Delete, Exit or field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

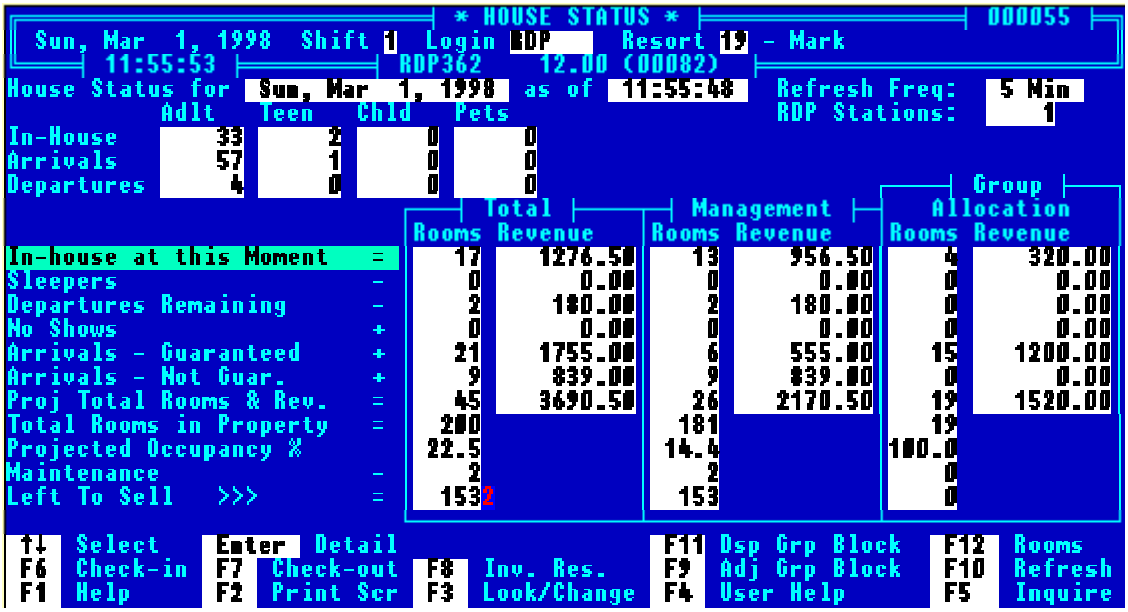
The only required fields in the 362F8 sub-record are:

Field	**Description**
# 1 - Program Description	The first eleven characters in field #1 are displayed on the 362 screen to the right of the <F8> key.
#6 - Program Option Code	The program option code determines the type of reservation made when pressing the <F8> key. A list of valid reservation types follows.

Valid entries for field #6, Program Option Code (Condominium Control System):

* NEW INDIVIDUAL RESERVATION *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:51 AM RDP100 12.00 (00082)
I Inventory Reservation
A Inventory Availability
P Preassign Reservation
R Room Availability
O Owner Reservation
G Guest of Owner Reservation
S Special Reservation
X Remove from Inventory
Esc Return to Reservation Menu
Enter your selection

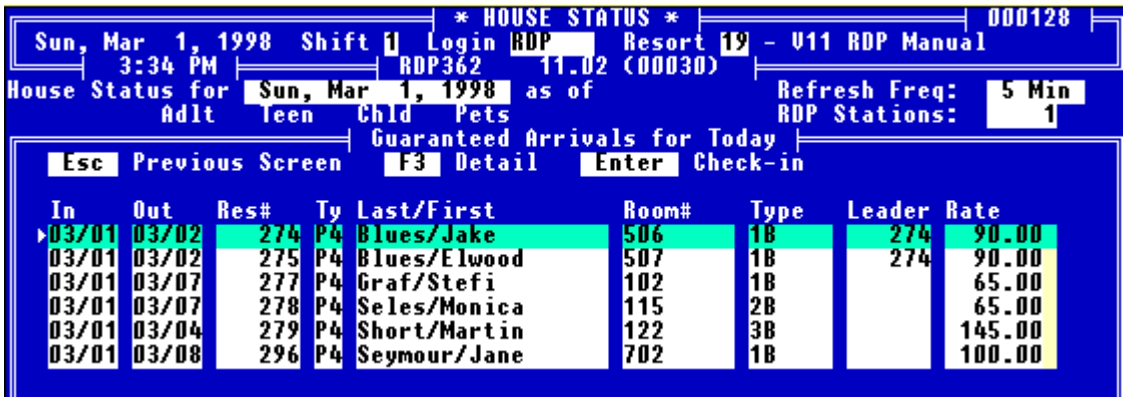
With sub-record 362F8 added to the X+ table, the 362 screen now appears as:



Pressing <F8> now defaults to an inventory reservation, using reservation type "A".

Displaying Detail from Option 362

The 362 screen shows total rooms/revenue for various categories. The actual reservations that make up these totals can be viewed by moving the highlight bar to the appropriate category and pressing <F3 - LOOK> (or <ENTER>). In the example above, there are six rooms reserved for "Arrivals - Guaranteed". If the highlight bar is moved to this category with the <DNARROW> key and the <F3 - LOOK> is pressed, the following screen displays:


* HOUSE STATUS *
000128
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
3:34 PM RDP362 11.02 (00030)
House Status for Sun, Mar 1, 1998 as of
Refresh Freq: 5 Min
RDP Stations: 1
Adlt Teen Chld Pets
Guaranteed Arrivals for Today
Esc Previous Screen
F3 Detail
Enter Check-in
In Out Res# Ty Last/First Room# Type Leader Rate
03/01 03/02 274 P4 Blues/Jake 506 1B 274 90.00
03/01 03/02 275 P4 Blues/Elwood 507 1B 274 90.00
03/01 03/07 277 P4 Graf/Stefi 102 1B 65.00
03/01 03/07 278 P4 Seles/Monica 115 2B 65.00
03/01 03/04 279 P4 Short/Martin 122 3B 145.00
03/01 03/08 296 P4 Seymour/Jane 702 1B 100.00

Viewing Reservation Detail

To see more detailed information, highlight the desired reservation and press <F3 - DETAIL>. The entire reservation displays. Guests can be checked-in from this screen by highlighting the desired guest and pressing <ENTER>.

The 362-House Status Screen is a very powerful tool. Not only does it show current totals, it also allows for check-in, checkout, walk-in reservations, adjusting group blocks, and changing existing reservations. At the bottom of the 362 screen, the active keys are as follows:

Security Options with 362

Some properties restrict the above function keys from certain employees. Example: Many front desk employees don't have authorization to adjust group blocks and should not be able to use <F9 - ADJ GRP BLOCK>.

Use fence and power levels to restrict employees from the various function keys. Change the fence level in the table/sub-record information listed below to use security with Option 362. See the System Administrator chapter for more information on setting security levels.

Function Key	Table	Sub-record
<F6>-Check-In	X2	120
<F7>-Checkout	X2	131
<F8>-Walk-up	X1	100
<F9>-Adj Grp Block	XS	116

Option 362 Improves Desk Efficiency

Use Option 362 to perform daily activities at the front desk efficiently, such as clearing departures, canceling non-guaranteed reservations, verifying check-ins.

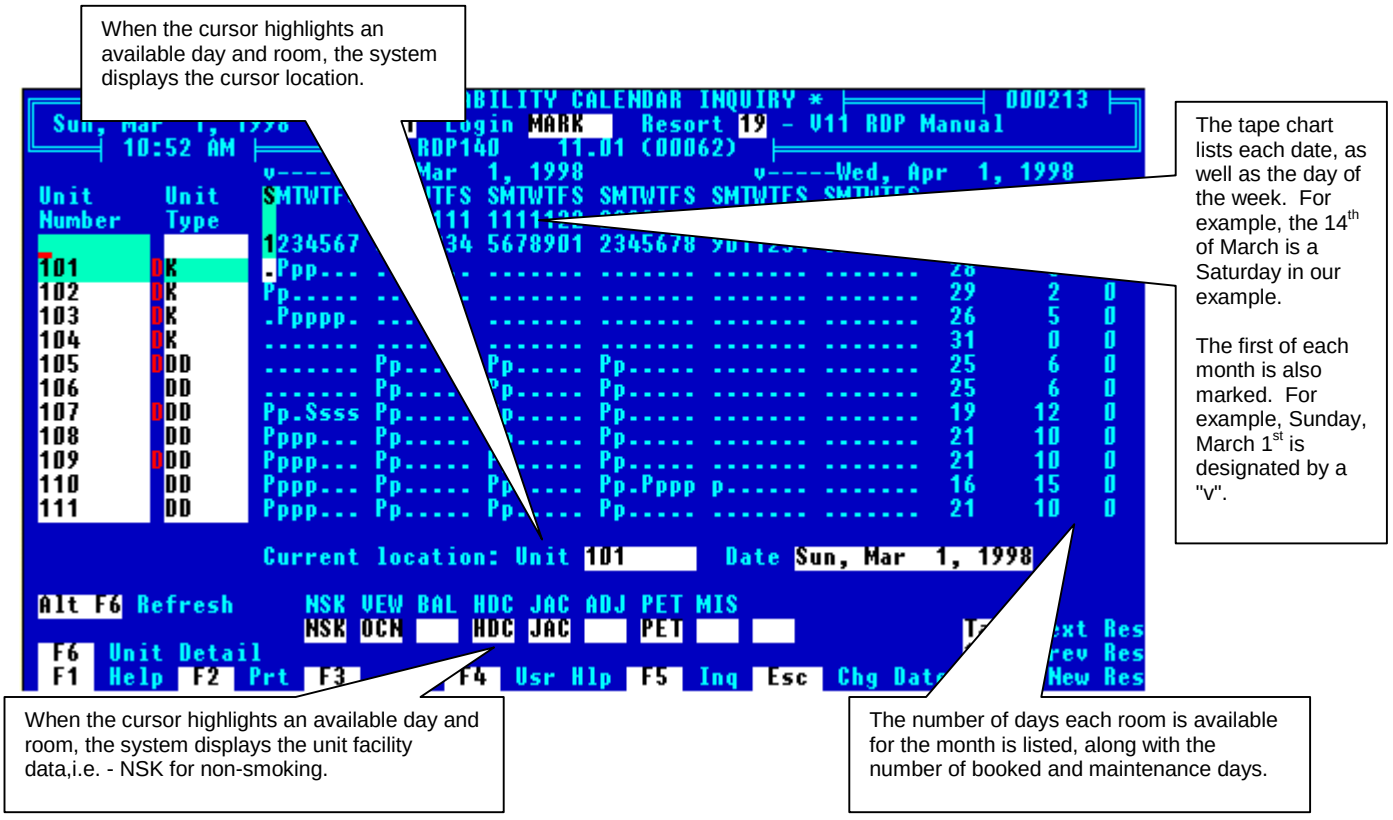
Check Option 362 shortly after the property's checkout time to verify that all departures have been checked-out of the system. Often, guests leave the key in their room and don't stop at the front desk.

On second shift, use the Arrivals - Not Guaranteed category to list reservations that are not guaranteed and cancel the reservations with power user option C if the guest has not arrived by the designated "hold" time.

Before the audit begins, verify that guests who have actually arrived have been checked-into the computer. Match the remaining registration cards with the Arrivals categories before posting room and tax.

THE RESERVATION TAPE CHART

The tape chart provides a visual look at all pre-assigned reservations, similar to “reservation boards” used prior to property management software. This visual look is very useful when shuffling reservations between units in order to make room for a late booking. The reservation tape chart is also a time-saving front desk tool, used to make reservations, inquire on reservations, view unit guest request data, look at an availability snapshot, and view housekeeping statuses. The reservation tape chart appears as:


When the cursor highlights an available day and room, the system displays the cursor location.
The tape chart lists each date, as well as the day of the week. For example, the 14th of March is a Saturday in our example.
The first of each month is also marked. For example, Sunday, March 1st is designated by a "v".
When the cursor highlights an available day and room, the system displays the unit facility data,i.e. - NSK for non-smoking.
The number of days each room is available for the month is listed, along with the number of booked and maintenance days.

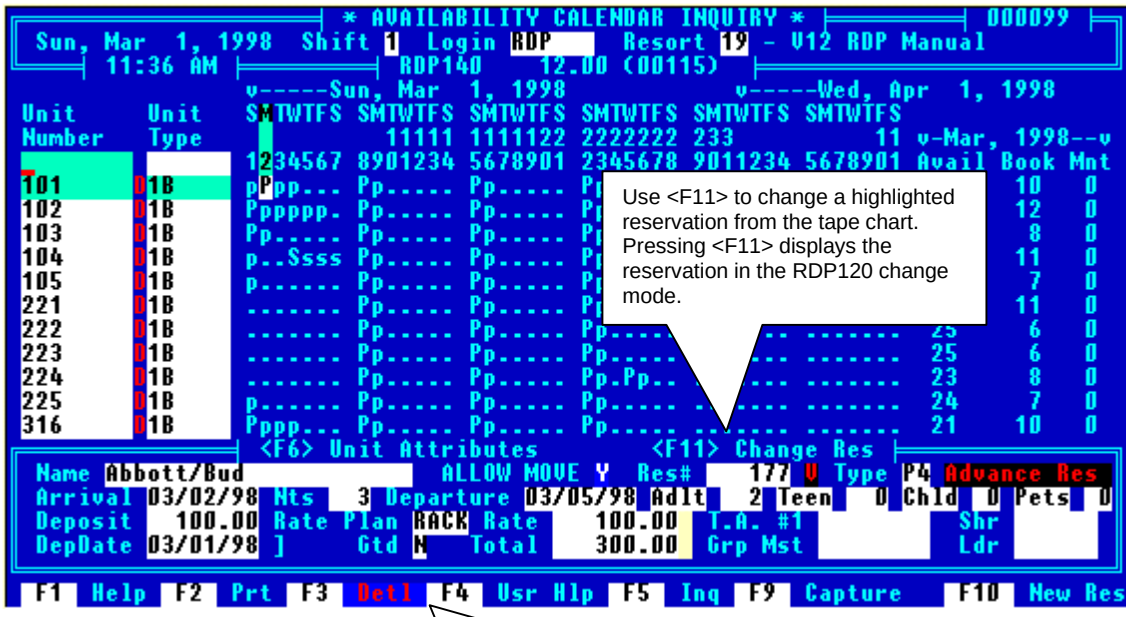
Upon entering the tape chart with option 142 on the Reservation, Front Desk, or Night Audit Menu, the system prompts for a starting month. With Version 12, if the current month is entered as the starting month, the highlighted day is the current system date. For example, if the current system date is 9/27/98 and the month entered is the default 09/1998, the cursor highlights the 27th of September. If a future month is entered, the cursor highlights the first day of the selected month.

Prior to Version 12, the cursor always highlighted the first day of the month selected.

Tape chart symbols include:

Symbol	Description
P, O, G, S	First day of a pre-assigned, owner, guest of owner, or special reservation. (Timeshare customers will have additional letters, including T (Timeshare Owner), E (Exchange Week Reservation), and B (Bonus Time Owner Reservation).
p, o, g, s	Subsequent days of a preassigned, owner, guest of owner, or special reservation.
X	First day of a maintenance reservation.
x	Subsequent days of a maintenance reservation.
.	Room is available.
<F10>	Make a new reservation. Pressing <F10> displays the "Preassign Reservation Screen" in option 100, i.e. - all travel agent, guest, and group data can be entered.
<TAB>	Next reservation for the highlighted room
<SHIFT><TAB>	Previous reservation for the highlighted room
<F5>	Inquire on reservations. Use to inquire on future, in-house, active, and non-active reservations, as well as groups, rooms, tables, etc.
<ALT><F6>	Refreshes the screen to account for any recent checkouts or new reservations.
<F6>	Displays unit *guest requests* for all rooms on the screen (see below).

In addition to the above symbols, the reservation tape chart also displays reservation detail, seen below.


* AVAILABILITY CALENDAR INQUIRY *
Use <F11> to change a highlighted reservation from the tape chart. Pressing <F11> displays the reservation in the RDP120 change mode.
<F6> Unit Attributes
<F11> Change Res
F1 Help F2 Prt F3 Detl F4 Usr Hlp F5 Inq F9 Capture F10 New Res
The system displays pertinent reservation information. Or, press <F3> in order to view both reservation screens.

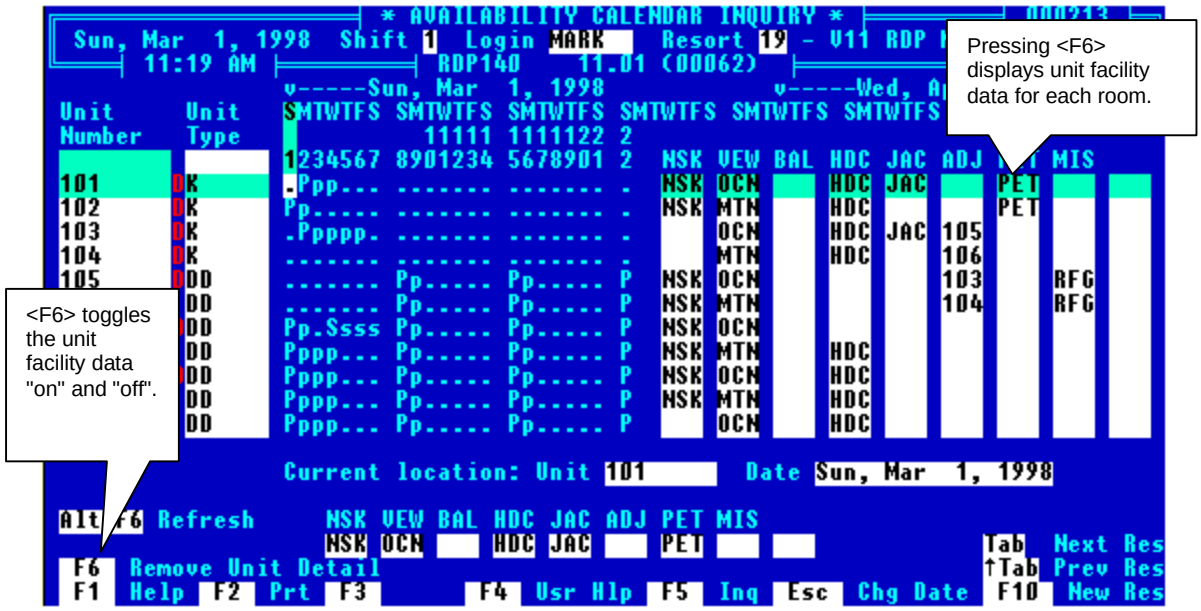
When the cursor highlights an existing reservation, new function keys become active:

Key	Description
<F11>	<F11> displays the reservation in RDP120. Here, any reservation field may be changed. After changes are made, <ESCAPE> returns to the tape chart.
<F9>	<F9> *captures* the reservation and allows the user to move it to a different room or add/subtract days. Captured reservations appear in bold.

Once a reservation is captured, four additional function keys become active:

Key	Description
<F9>	Pressing <F9> again aborts the move
<+>	The plus (+) key adds additional days to the reservation
<->	The minus (-) key subtracts days from the reservation
<UPARROW>	Moves the reservation to a different room, listed above the current room.
<DOWNARROW>	Moves the reservation to a different room, listed below the current room.
<F8>	Saves any changes, including room moves and/or adding/subtracting days.

In order to view guest request data for every room on the screen, use the <F6 - UNIT DETAIL> key:


* AVAILABILITY CALENDAR INQUIRY *
Sun, Mar 1, 1998 Shift 1 Login MARK Resort 19 - V11 RDP
11:19 AM RDP140 11.01 (00062)
Unit Number
Unit Type
Pressing <F6> displays unit facility data for each room.
<F6> toggles the unit facility data "on" and "off".
Current location: Unit 101 Date Sun, Mar 1, 1998
Alt F6 Refresh
F6 Remove Unit Detail
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Esc Chg Date F10 New Res
Tab Next Res
↑Tab Prev Res

Toggling the "Allow Move" Flag

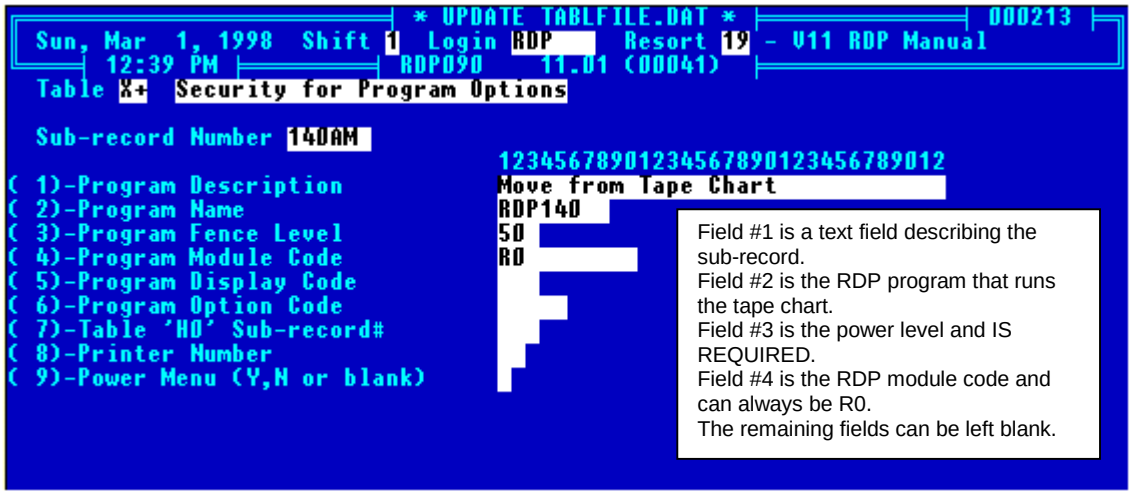
In order to capture and move a room from the tape chart, the "Allow Move" flag must be set to "Y". However, in order to change it to "Y" (if necessary), the user must escape out of the tape chart, access RDP120, load the reservation, and make the change. There is, however, any easier way to make this change. In order to have the ability to toggle the "Allow Move" flag from the tape chart, follow these steps:

1) From the System Manager Menu, choose option "090" - "Update System Tables".

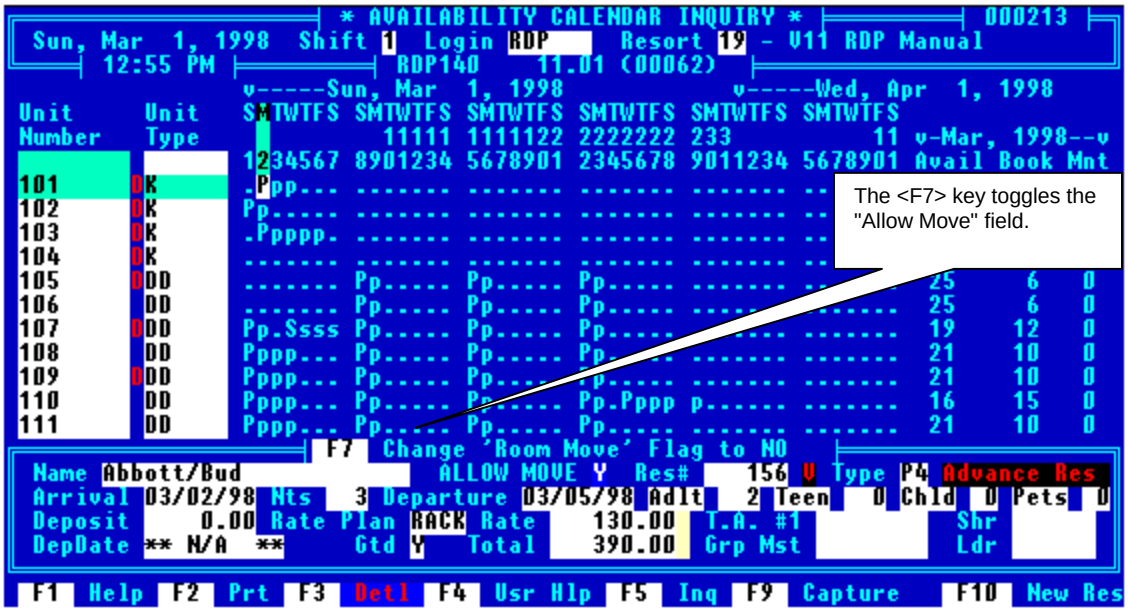
2) Choose option "U" - "Update System Tables".

3) Enter table number "X+".

4) Add a new sub-record, 140AM, with the following characteristics.

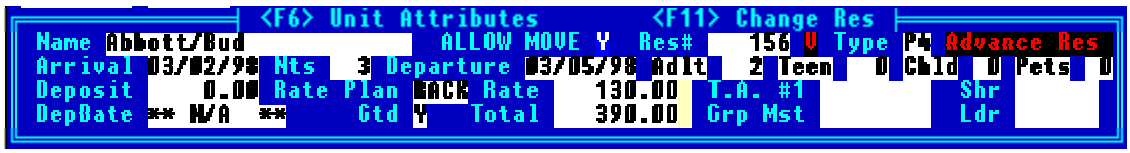

* UPDATE TABLFILE.DAT *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:39 PM RDP090 11.01 (00041)
Table X+ Security for Program Options
Sub-record Number 140AM
(1)-Program Description
(2)-Program Name
(3)-Program Fence Level
(4)-Program Module Code
(5)-Program Display Code
(6)-Program Option Code
(7)-Table 'HO' Sub-record#
(8)-Printer Number
(9)-Power Menu (Y,N or blank)
Move from Tape Chart
RDP140
50
R0
Field #1 is a text field describing the sub-record.
Field #2 is the RDP program that runs the tape chart.
Field #3 is the power level and IS REQUIRED.
Field #4 is the RDP module code and can always be R0.
The remaining fields can be left blank.

5) With this feature activated, it is possible to toggle the "Allow Move" field from the tape chart.

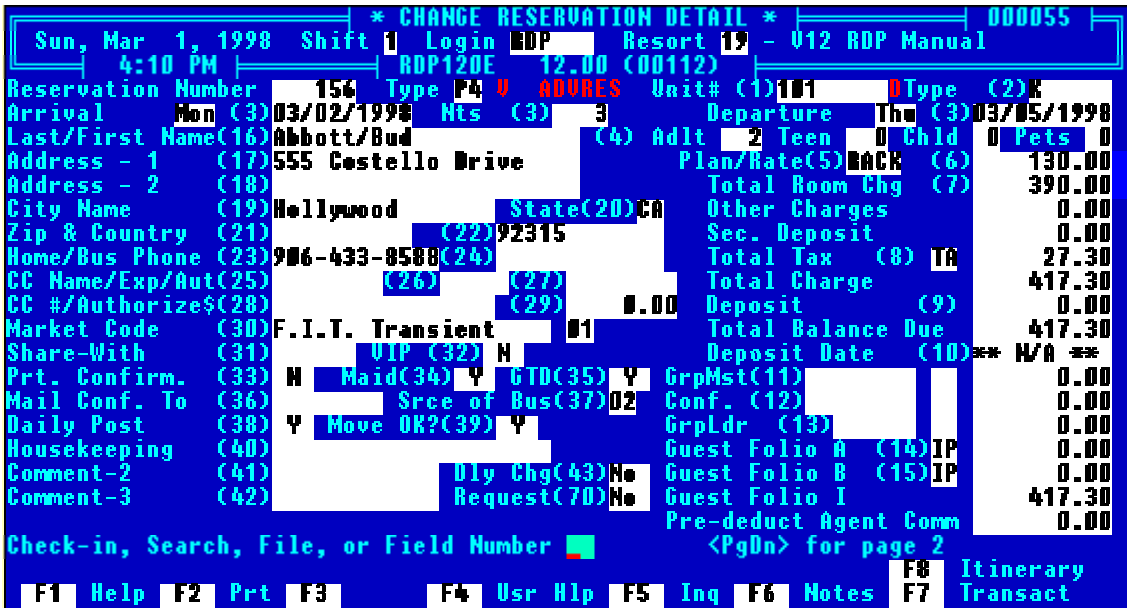

* AVAILABILITY CALENDAR INQUIRY *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
12:55 PM RDP140 11.01 (00062)
The <F7> key toggles the "Allow Move" field.
F7 Change 'Room Move' Flag to NO
Name Abbott/Bud ALLOW MOVE Y Res# 156 V Type P4 Advance Res
Arrival 03/02/98 Nts 3 Departure 03/05/98 Adlt 2 Teen 0 Chld 0 Pets 0
Deposit 0.00 Rate Plan RACK Rate 130.00 T.A. #1 Shr
DepDate ** N/A ** Gtd Y Total 390.00 Grp Mst Ldr
F1 Help F2 Prt F3 Detl F4 Usr Hlp F5 Inq F9 Capture F10 New Res

Changing Reservations from the Tape Chart

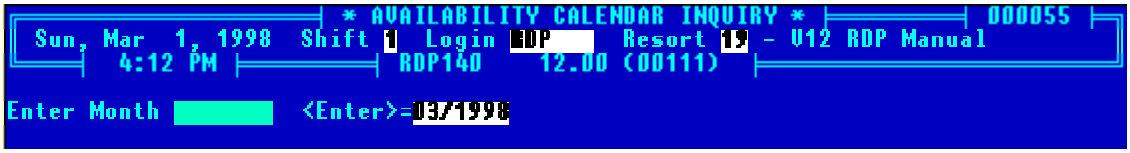
Access "full screen change mode" from the reservation tape chart using the <F11 - CHANGE RES> option. <F11> is active from the reservation summary box, seen below.


<F6> Unit Attributes <F11> Change Res
Name Abbott/Bud ALLOW MOVE Y Res# 156 V Type P4 Advance Res
Arrival 03/02/98 Nts 3 Departure 03/05/98 Adlt 2 Teen 0 Chld 0 Pets 0
Deposit 0.00 Rate Plan RACK Rate 130.00 T.A. #1 Shr
DepDate ** N/A ** Gtd Y Total 390.00 Grp Mst Ldr

After selecting <F11>, the system displays the RDP120 full screen mode.

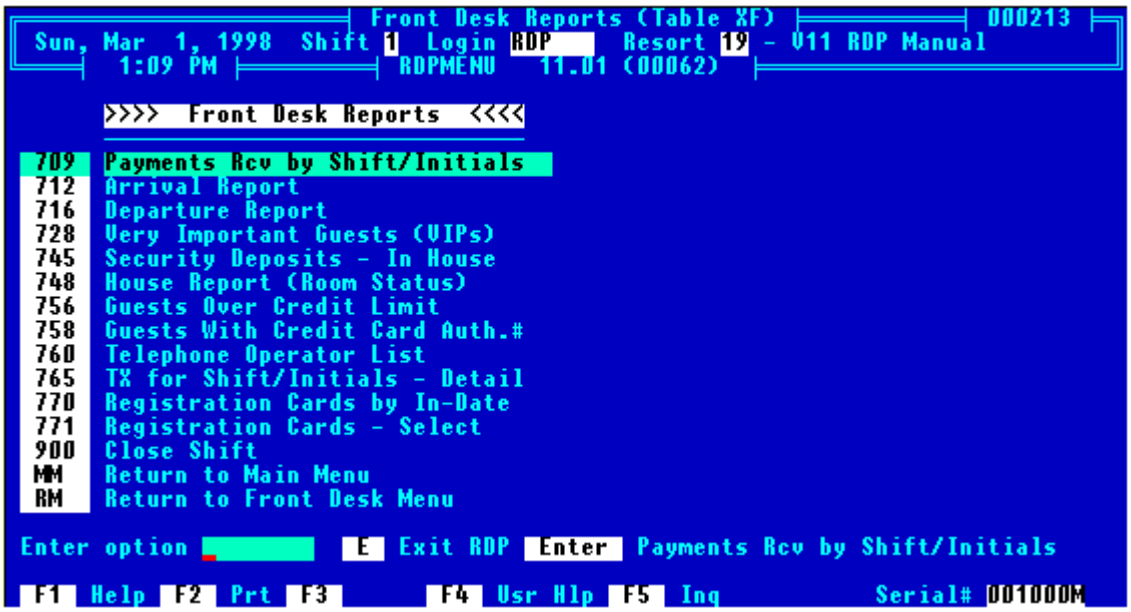

* CHANGE RESERVATION DETAIL *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:10 PM RDP120E 12.00 (00112)
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Itinerary F7 Transact

After making necessary changes to the reservation, pressing <ESCAPE> returns you to the "Enter Month" prompt in the reservation tape chart.


* AVAILABILITY CALENDAR INQUIRY *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:12 PM RDP140 12.00 (00111)
Enter Month <Enter>=03/1998

FRONT DESK REPORTS

The RDP system has several standard reports. Standard Front Desk Reports include:


Front Desk Reports (Table XF)
000213
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:09 PM RDPMENU 11.01 (00062)
>>>> Front Desk Reports <<<<
709 Payments Rcv by Shift/Initials
712 Arrival Report
716 Departure Report
728 Very Important Guests (VIPs)
745 Security Deposits - In House
748 House Report (Room Status)
756 Guests Over Credit Limit
758 Guests With Credit Card Auth.#
760 Telephone Operator List
765 TX for Shift/Initials - Detail
770 Registration Cards by In-Date
771 Registration Cards - Select
900 Close Shift
MM Return to Main Menu
RM Return to Front Desk Menu
Enter option E Exit RDP Enter Payments Rcv by Shift/Initials
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Serial# 001000M

NIGHT AUDIT

OVERVIEW

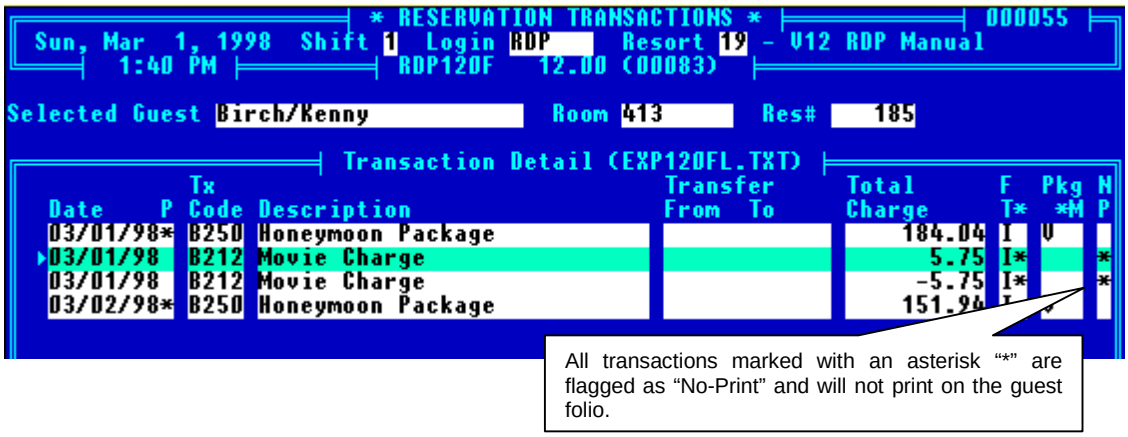
The night audit is a critical process for verifying all postings and payments in the RDP system. This process ensures that all accounting reports are correct for the day in order to transfer numbers to a *back office general ledger system*. This chapter outlines sample night audit procedures verifying that the property's revenue is being properly tracked and that accurate reports are being produced in order to manage effectively. Sample steps include:

__ Run the 996 Program to Check for "No-Print" Errors
__ Run Report 752 - Late Checkouts (Sleepers)
__ Run the 720 - No-Show Report
__ Post Outstanding Front Desk Charges
__ Run Report 763 - All Tx for Date Range - Totals
__ Run Report 709 - Payments Received by Method
__ Review Room Rates with Option 212
__ Post Nightly Room and Tax with Option 212
__ Put Interfaces in "Backup Mode"
__ Run Report 762 - All Tx for Date Range - Detail
__ Run Report 766 - Advance Deposit Ledger - Detail
__ Run Report 768 - Guest Ledger - Balance Due
__ Run Report 769 - Checked -out with Balance Due
__ Run Report 762 - All Tx for Date Range for Tommorow's Date
__ Run Report 516 - City Ledger - Group Masters
__ Run Report 516 (Credit Card menu) - City Ledger - One Line
__ Run Report 516 (Travel Agent menu) - City Ledger - One Line
__ Run Report 516 (Owner menu) - Owner Receivables - One Line
__ Run the 370 - Daily Manager's Report (Option 2)
__ Run the 370 - Daily Manager's Report (Option 3A)
__ Close the Day
__ Perform a Tape Backup
__ Run the 910 Transfer Program
__ Run the 995 - Reset Availability Utility
__ Take Interfaces out of Backup Mode
__ Run Miscellaneous Reports
__ Print Registration Cards

With the Southern DataComm Credit Card Interface installed, credit card transactions MUST be balanced between the RDP system and PBAdmin prior to processing a deposit. Please see the ***Southern DataComm Credit Card Interface*** *chapter in the* ***Optional Modules*** *section of this manual for more information.*

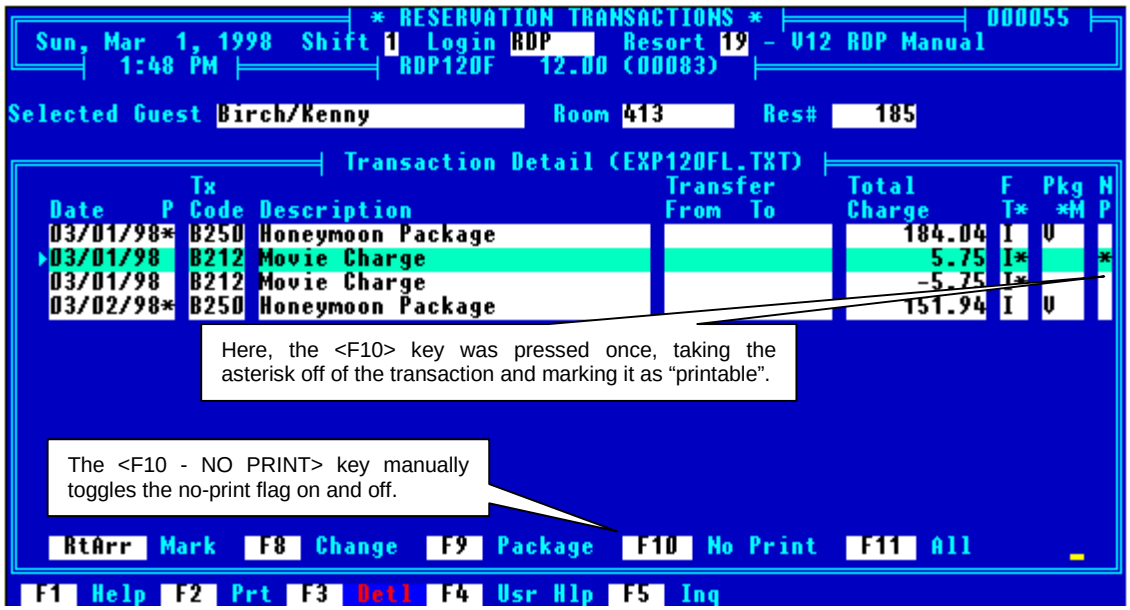
STEP 1 - 996 - CHECK FOR NO-PRINT ERRORS

The first step in the night audit process is to run option "996 - 2" - "Check No-Print Errors" from the Night Audit Power menu. Option 996 runs a check on all *no-printed* transactions for in-house guests, making sure the total of these transactions equals zero. The most common no-printed transactions are created with the <F8 - CHANGE> key, discussed in detail in the ***Front Desk*** chapter. No-printed transactions can be viewed using the <F7 - TRANSACTIONS> key:

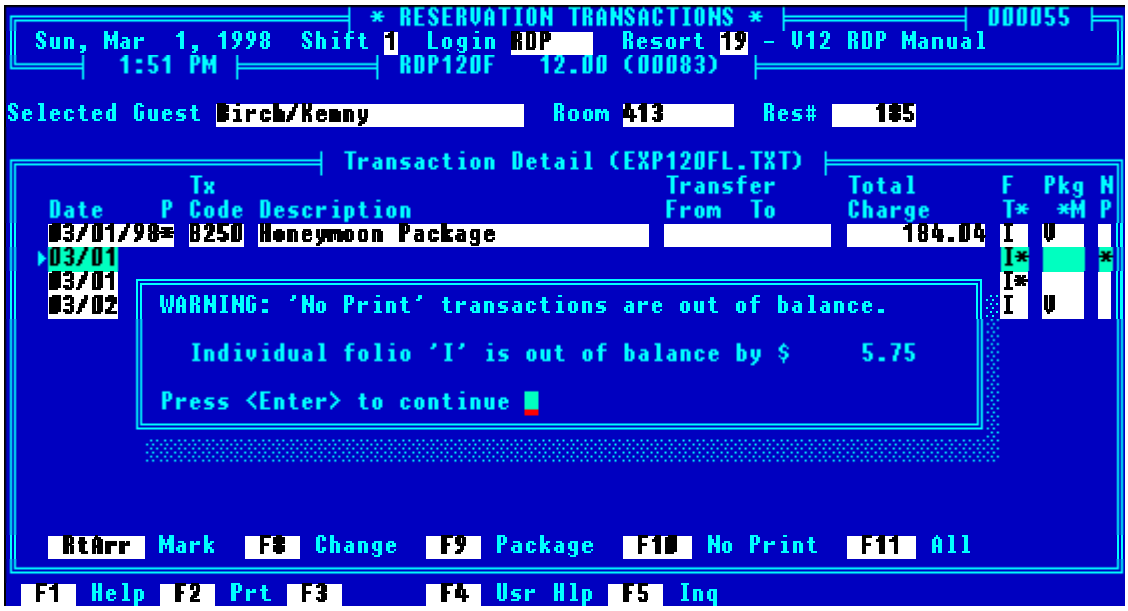

* RESERVATION TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:40 PM RDP120F 12.00 (00083)
Selected Guest Birch/Kenny Room 413 Res# 185
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B250 Honeymoon Package 184.04 I V
03/01/98 B212 Movie Charge 5.75 I* *
03/01/98 B212 Movie Charge -5.75 I* *
03/02/98* B250 Honeymoon Package 151.94
All transactions marked with an asterisk "*" are flagged as "No-Print" and will not print on the guest folio.

In the example above, the movie charge was corrected using <F8 - CHANGE>, marking the $5.75 and -$5.75 charges as no-print. Whenever a reservation with an advance deposit checks-in, the system automatically generates B1DD and B2DD codes that transfer totals from the *Advance Deposit Ledger (B1)* to the *Guest Ledger (B2)*. These codes are automatically marked as no-print by the RDP system.

In addition to using the <F8 - CHANGE> key, it is possible to mark transactions as no-print manually by using the <F10 - NO PRINT> key. The <F10> key toggles the no-print flag (*) on and off. For example, the -$5.75 movie charge could be manually changed to print on the folio:


* RESERVATION TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:48 PM RDP120F 12.00 (00083)
Selected Guest Birch/Kenny Room 413 Res# 185
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B250 Honeymoon Package 184.04 I V
03/01/98 B212 Movie Charge 5.75 I* *
03/01/98 B212 Movie Charge -5.75 I*
03/02/98* B250 Honeymoon Package 151.94 I V
Here, the <F10> key was pressed once, taking the asterisk off of the transaction and marking it as "printable".
The <F10 - NO PRINT> key manually toggles the no-print flag on and off.
RtArr Mark F8 Change F9 Package F10 No Print F11 All
F1 Help F2 Prt F3 Detl F4 Usr Hlp F5 Inq

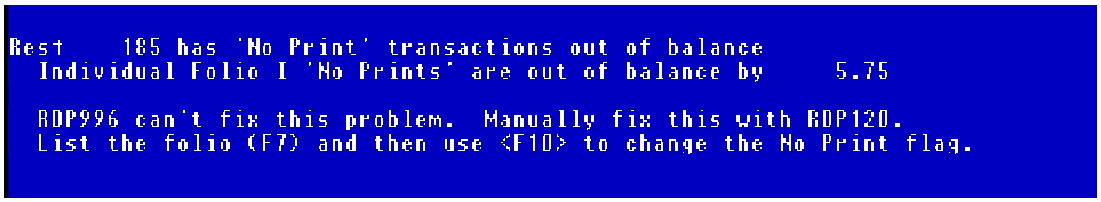
Looking at Kenny Birch's reservation above, the no-print transactions do not equal zero. Therefore the folio is "out of balance". Whenever a folio is out of balance, the system displays a warning prior to escaping out of the <F7 - TRANSACTIONS> display:


* RESERVATION TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:51 PM RDP120F 12.00 (00083)
Selected Guest Birch/Kenny Room 413 Res# 185
Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98= B250 Honeymoon Package 184.04 I V
03/01 I*
03/01 I*
03/02 I V
WARNING: 'No Print' transactions are out of balance.
Individual folio 'I' is out of balance by $ 5.75
Press <Enter> to continue
RtArr Mark F8 Change F9 Package F10 No Print F11 All
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Running the 996 program on in-house guests is designed to avoid out of balance folios and the above warning. Having the auditor check for errors and correct them saves time at the front desk during the morning checkout. To run the 996 program on in-house guests:

1. From the Night Audit Power menu, choose option "996" - "Check No-Print Errors".
2. Choose option "2" - "Reset In-House Guests" (ONLY!!).
3. Press <ENTER> twice to accept the default beginning and ending reservation numbers.
4. Choose the appropriate printer.

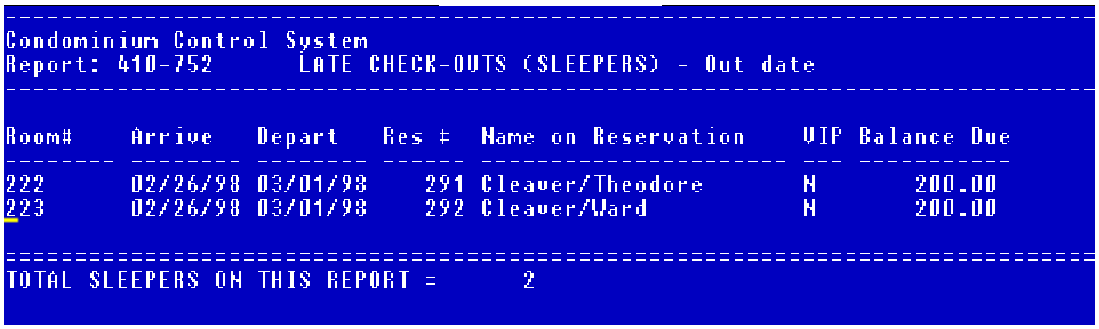
   If the system finds no-print errors, it produces a printout similar to the following:


Rest 185 has 'No Print' transactions out of balance
Individual Folio I 'No Prints' are out of balance by 5.75
RDP996 can't fix this problem. Manually fix this with RDP120.
List the folio (F7) and then use <F10> to change the No Print flag.

Use this printout to access reservation 185 (Kenny Birch) with option 120. Use <F7 - TRANSACTIONS> to view all transactions on Mr. Birch's reservation. Next, highlight the -$5.75 B212 transaction and press <F10 - NO PRINT> in order to flag this correction as a non-printing transaction, putting the folio into balance.

STEP 2 - REPORT 752 - LATE CHECKOUTS (SLEEPERS)

Next, run report "752" - "Late Checkouts (*Sleepers*)" to find any in-house reservations which should have been checked out today but were not. A "Sleeper" in the RDP system is defined as a reservation with a checkout date less than or equal to today's date. The most common reason for having sleepers in the system is that the guest checked-out of the hotel but was not checked-out of the system using option 131. To check for sleepers, use option 752 from the Night Audit Reports menu (3RPT). The system prompts for an output option (Printer, Screen, or File), type the first letter of the option which corresponds to the appropriate choice. The report appears similar to the following:



```
Condominium Control System
Report: 410-752      LATE CHECK-OUTS (SLEEPERS) - Out date

Room#    Arrive   Depart   Res #  Name on Reservation     VIP Balance Due
-------- -------- -------- ------ ---------------------- --- -----------
222      02/26/98 03/01/98    291 Cleaver/Theodore       N       200.00
223      02/26/98 03/01/98    292 Cleaver/Ward           N       200.00

TOTAL SLEEPERS ON THIS REPORT =      2
```

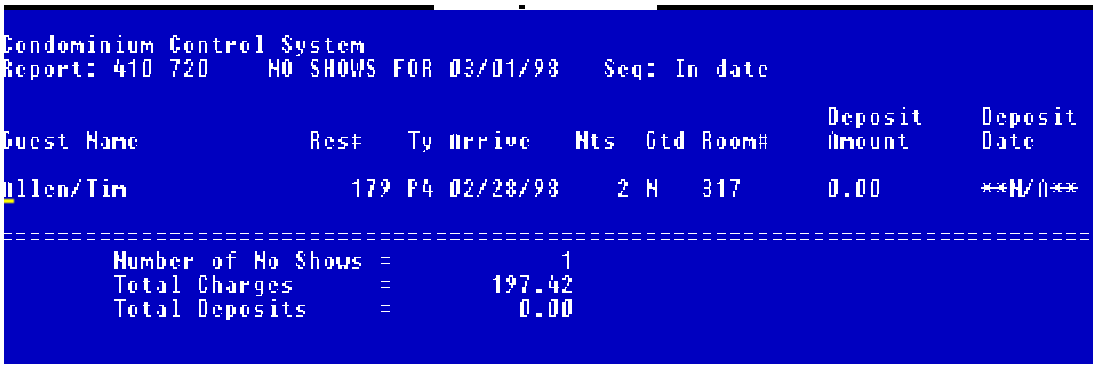
After printing the report, determine whether the individual should be checked-out of the system using option 131 or the departure date should be extended with option 120. One of these options must be used in order to "clear" the sleeper report.

Run the sleeper report throughout the day. The front desk should be checking it shortly after checkout time to ensure that all departing guests have been checked-out of the system.

If a sleeper's departure date is changed in option 120, the reservation will have room and tax posted with option 212.

STEP 3 - REPORT 720 - NO SHOWS

From the Night Audit Reports menu, choose option 720 - No Show Report. Again, the system prompts for an output medium - Printer, Screen, or File. Type the first letter of the appropriate choice. The report prints every reservation with an arrival date less than today's date.



```
Condominium Control System
Report: 410 720    NO SHOWS FOR 03/01/98   Seq: In date

                                                          Deposit    Deposit
Guest Name           Res#   Ty Arrive   Nts  Gtd Room#    Amount     Date

Allen/Tim              179 P4 02/28/98    2 N   317       0.00       **N/A**

        Number of No Shows =          1
        Total Charges      =     197.42
        Total Deposits     =       0.00
```

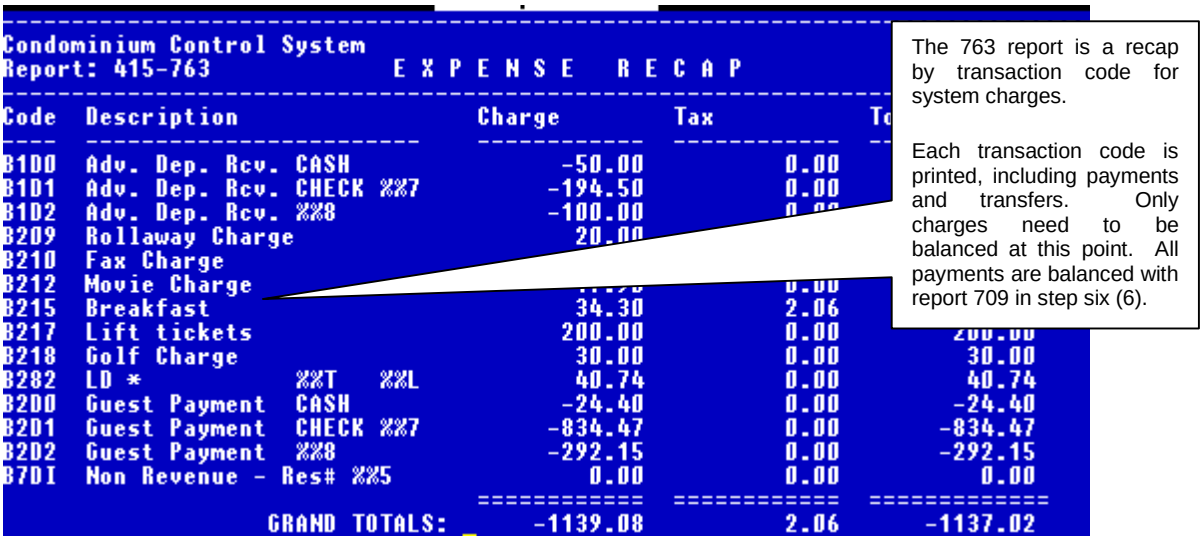
After printing the report, use power user option "C" from the 120 power user menu to cancel any no-shows.

STEP 4 - POST OUTSTANDING FRONT DESK CHARGES

Post any outstanding front desk charges with power user option "P" - "Post Charge to this reservation". Any charges that should be captured in today's audit need to be posted at this point. Possible charges are movies, restaurant tickets, or gift shop items.

STEP 5 - REPORT 763 - ALL TX FOR DATE RANGE - TOTALS

Verify all charges for the day by running report 763 - All Tx for Date Range - Totals (Tx = Transactions) from the Night Audit Reports menu (3RPT). The 763 prints a recap by transaction code of all charges for the day.



Condominium Control System
Report: 415-763 E X P E N S E R E C A P

Code	Description	Charge	Tax	To
B1D0	Adv. Dep. Rcv. CASH	-50.00	0.00	
B1D1	Adv. Dep. Rcv. CHECK %%7	-194.50	0.00	
B1D2	Adv. Dep. Rcv. %%8	-100.00	0.00	
B209	Rollaway Charge	20.00		
B210	Fax Charge			
B212	Movie Charge		0.00	
B215	Breakfast	34.30	2.06	
B217	Lift tickets	200.00	0.00	200.00
B218	Golf Charge	30.00	0.00	30.00
B282	LD * %%T %%L	40.74	0.00	40.74
B2D0	Guest Payment CASH	-24.40	0.00	-24.40
B2D1	Guest Payment CHECK %%7	-834.47	0.00	-834.47
B2D2	Guest Payment %%8	-292.15	0.00	-292.15
B7D1	Non Revenue - Res# %%5	0.00	0.00	0.00
	GRAND TOTALS:	-1139.08	2.06	-1137.02

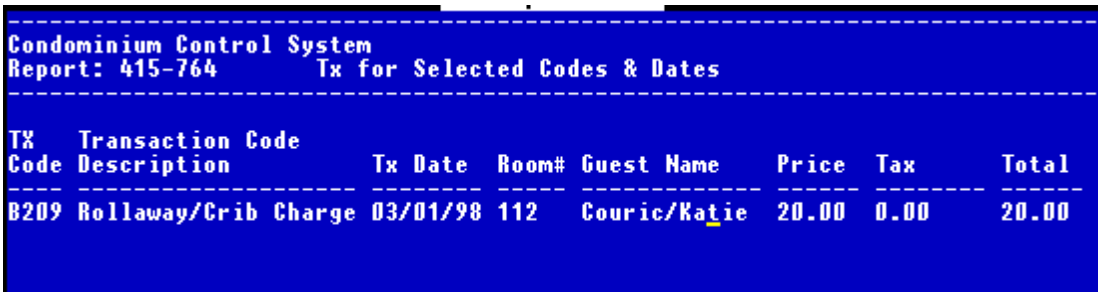
The 763 report is a recap by transaction code for system charges.

Each transaction code is printed, including payments and transfers. Only charges need to be balanced at this point. All payments are balanced with report 709 in step six (6).

In the example above, balance codes B209 (Rollaway/Crib Charge) - B218 (Golf Charge) to a source ***outside*** the RDP system. For example, a charge slip should be filled out every time a rollaway/crib is sold and an adjustment slip every time a guest's room charge is adjusted.

If the property does not use call accounting, balance all phone call charges to the total listed on the 763. If call accounting is in use, charges are automatically posted in the RDP system.

If discrepancies exist between the charge slips and the total on the 763, use report 764 to print the detail charges behind the total on the 763. For example, if the rollaway/crib slips did not total to $20.00, print the 764 for the transaction code B209:



Condominium Control System
Report: 415-764 Tx for Selected Codes & Dates

TX Code	Transaction Code Description	Tx Date	Room#	Guest Name	Price	Tax	Total
B209	Rollaway/Crib Charge	03/01/98	112	Couric/Katie	20.00	0.00	20.00

Use the 764 to print the detail for any transaction code totals that do not match charge slip totals. The ledger and transaction code are listed on the 763 report (B209 in this case).

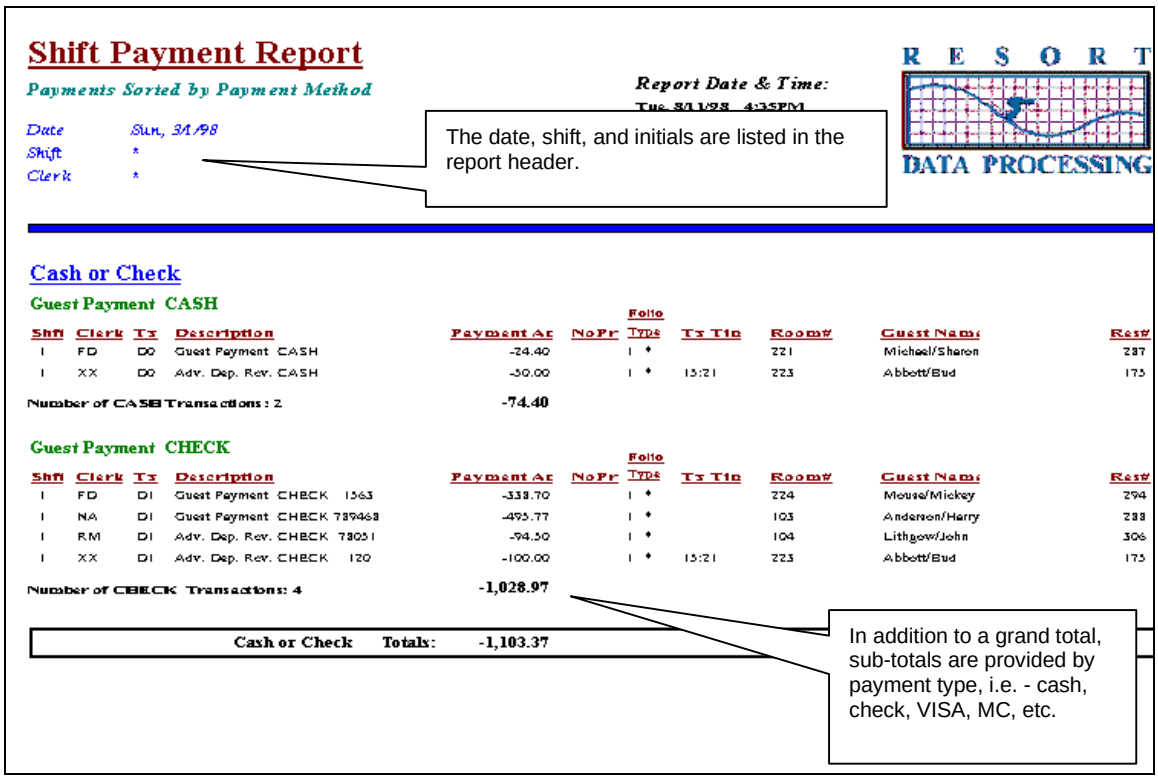
The 764 lists the detail comprising the $20.00 total for rollaways and cribs.

Printing the 764 shows that a charge slip should exist for Katie Couric. If the slip does not exist, use <F8 - CHANGE> to delete the charge or investigate whether or not the charge is valid.

☒ ***Once all charges are balanced DO NOT post additional charges in the RDP system!***

STEP 6 - REPORT 709 - PAYMENTS RECEIVED BY METHOD

After verifying all charges in the RDP system with report 763, use the 709 report to verify all payments. The 709 report sub-totals all payments by method, i.e. - American Express, Cash, Check, Diners Club, Discover, MasterCard, and VISA. The system prompts fort a range of dates for the 709. Here, press <ENTER> twice to accept the default report dates (today). A sample 709 report (printed with RDP's Crystal Reports module) follows:



Shift Payment Report

Payments Sorted by Payment Method

Report Date & Time: Tue, 8/11/98 4:35PM

Date Sun, 3/1/98
Shift *
Clerk *

RESORT DATA PROCESSING

The date, shift, and initials are listed in the report header.

Cash or Check

Guest Payment CASH

Shft	Clerk	Tx	Description	Payment Ac	NoPr	Folio Type	Tx Tim	Room#	Guest Nam	Res#
1	FD	DO	Guest Payment CASH	-24.40		1 *		221	Michael/Sharon	287
1	XX	DO	Adv. Dep. Rev. CASH	-50.00		1 *	15:21	223	Abbott/Bud	175

Number of CASH Transactions: 2 **-74.40**

Guest Payment CHECK

Shft	Clerk	Tx	Description	Payment Ac	NoPr	Folio Type	Tx Tim	Room#	Guest Nam	Res#
1	FD	DI	Guest Payment CHECK 1563	-338.70		1 *		224	Mouse/Mickey	294
1	NA	DI	Guest Payment CHECK 789468	-495.77		1 *		103	Anderson/Harry	288
1	RM	DI	Adv. Dep. Rev. CHECK 78051	-94.50		1 *		104	Lithgow/John	306
1	XX	DI	Adv. Dep. Rev. CHECK 120	-100.00		1 *	15:21	223	Abbott/Bud	175

Number of CHECK Transactions: 4 **-1,028.97**

Cash or Check Totals: -1,103.37

In addition to a grand total, sub-totals are provided by payment type, i.e. - cash, check, VISA, MC, etc.

Compare these sub-totals to the actual cash, checks, and credit card slips for the day.

➧ *Advance deposits and refunds are included in the day's totals. Note that refunds will appear as positive amounts while all payments appear as negatives.*

➧ *With the Southern DataComm Credit Card Interface installed, credit card transactions MUST be balanced between the RDP system and PBAdmin prior to processing a deposit. Please see the* ***Southern DataComm Credit Card Interface*** *chapter in the* ***Optional Modules*** *section of this manual for more information.*

☒ ***Once payments are balanced to the 709 report, DO NOT post additional payments in the RDP system.***

STEP 7 - REVIEW ROOM RATES WITH OPTION 212

Once all payments and charges have been balanced using the 763 and the 709, review room rates prior to posting room and tax with option 212 from the Night Audit menu. After choosing option 212, the system prompts:

* GLOBAL POST ROOM & TAX TO IN-HOUSE GUESTS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:43 PM RDP212 12.00 (00085)
Posting Date Sun, Mar 1, 1998 Shift 1
Cd Description
00 Nightly Chg. - Room 3##2
R Review all in-house guests prior to posting (REQUIRED!)
P Post room and tax to in-house guests and change rooms to dirty
Esc Return to Night Audit Menu
Enter an option

Here, choose option “R” to “Review all in-house guests prior to posting”. RDP prints a list of every in-house guest along with their room rate for the night. Compare this list to registration cards to insure that guests are being charged the correct rate. By reviewing prior to posting, fewer mistakes are posted, making for fewer adjustments in the morning while guests are checking out. After choosing “R”, the printer prompts for an output option - Printer, Screen, or File. The report appears similar to the following:

The 212 Review option explains how to read the report, including the Rate Plan column, which shows the reservation’s rate plan and the Rate Today column, showing the rate scheduled to be charged. The Standard Rate, which is the system’s default rate for the rate plan, and the Status column, showing whether or not the reservation will be posted, and an explanation if room and tax will not be posted, i.e. - a sharewith or maintenance reservation.

Unit Number	Res #	Res Ty	Guest Name	Rate Plan	Rate Today	Standard Rate	Status of Today’s posting
101	79	P6	Jones/Davey	GRP1	80.00	80.00	Post OK
103	170	P6	Pfeiffer/Michelle	COMP	0.00	0.00	Post OK
104	81	P6	Tork/Peter	GRP1	80.00	80.00	Post OK
105	80	P6s	Dolenz/Mickey	GRP1	80.00	80.00	Post OK
105	304	P6s	Dolenz/Linda	SHAR	0.00	0.00	Post OK
110	298	P6	Nicklaus/Jack	RACK	115.00	115.00	Post OK
111	282	P6	Hamm/Mia	3AAA	108.00	108.00	Post OK
113	290	G6	Jefferson/George	OWNC	0.00	0.00	Owner Guest-No C
201	300	P6	Schiffer/Claudia	B260	211.00	211.00	Post OK
216	299	P6	Short/Martin	COMP	0.00	0.00	Post OK
222	291	P6	Cleaver/Theodore	B260	0.00	202.00	Departure
223	292	P6	Cleaver/Ward	B260	0.00	202.00	Departure
225	82	P6	Nesmith/Michael	GRP1	80.00	80.00	Post OK
413	185	P6	Birch/Kenny	B250	172.00	172.00	Post OK

Press <Esc> to exit, <Enter> to continue.

F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Any non-standard rates would be designated by an asterisk to the right f the "Rate Today" column.

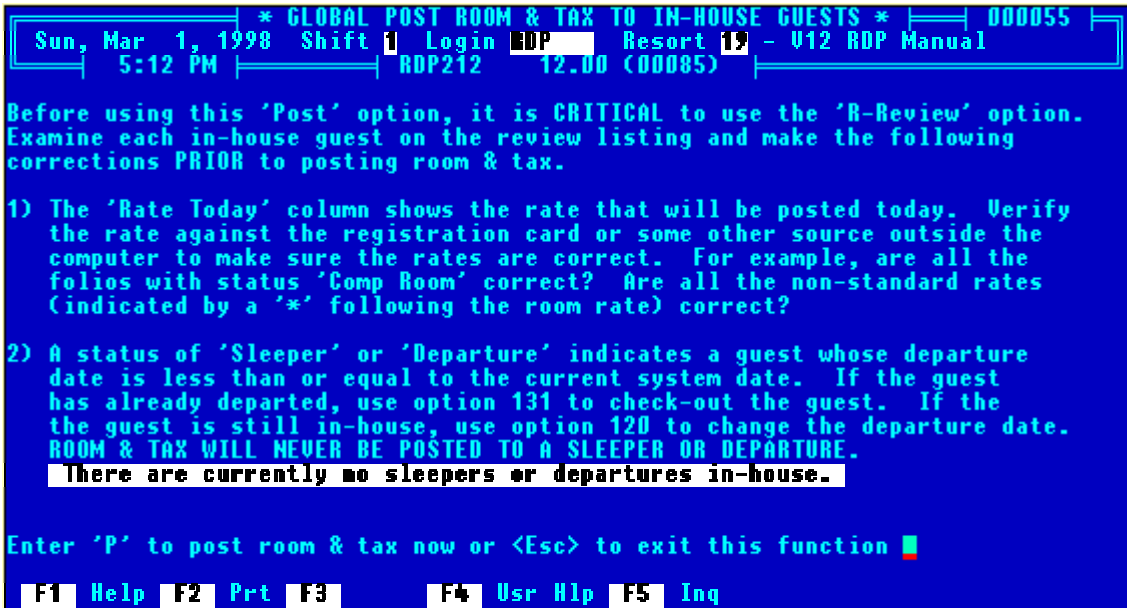
Compare the “Rate Today” column to the registration card’s rate. Make any adjustments with power user option “A” - “Adjust Room Rate” in RDP120.

STEP 8 - POST NIGHTLY ROOM AND TAX WITH OPTION 212

After double-checking all room rates for in-house guests, post room and tax with option 212 on the Night Audit menu. This time, after selecting option 212, choose option "P" to "Post room and tax to in-house guests and change room to dirty".

* GLOBAL POST ROOM & TAX TO IN-HOUSE GUESTS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:43 PM RDP212 12.00 (00085)
Posting Date Sun, Mar 1, 1998 Shift 1
Cd Description
00 Nightly Chg. - Room 3002
R Review all in-house guests prior to posting (REQUIRED!)
P Post room and tax to in-house guests and change rooms to dirty
Esc Return to Night Audit Menu
Enter an option

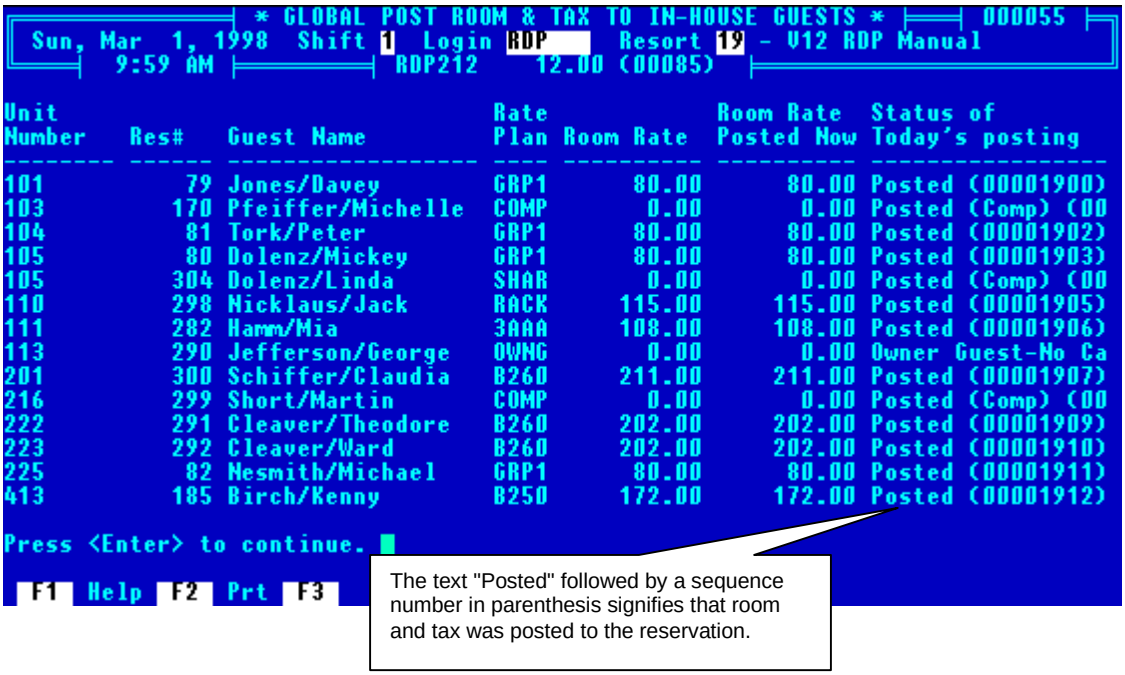
Choose option "P" and the system explains the importance of reviewing room rates with option "R" and alerts the auditor of any sleepers or *departures*:


* GLOBAL POST ROOM & TAX TO IN-HOUSE GUESTS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
5:12 PM RDP212 12.00 (00085)
Before using this 'Post' option, it is CRITICAL to use the 'R-Review' option.
Examine each in-house guest on the review listing and make the following
corrections PRIOR to posting room & tax.
1) The 'Rate Today' column shows the rate that will be posted today. Verify
the rate against the registration card or some other source outside the
computer to make sure the rates are correct. For example, are all the
folios with status 'Comp Room' correct? Are all the non-standard rates
(indicated by a '*' following the room rate) correct?
2) A status of 'Sleeper' or 'Departure' indicates a guest whose departure
date is less than or equal to the current system date. If the guest
has already departed, use option 131 to check-out the guest. If the
the guest is still in-house, use option 120 to change the departure date.
ROOM & TAX WILL NEVER BE POSTED TO A SLEEPER OR DEPARTURE.
There are currently no sleepers or departures in-house.
Enter 'P' to post room & tax now or <Esc> to exit this function
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Once the auditor has confirmed that no departures or sleepers are in-house, enter a <P> to post nightly room and tax. The system prompts:

Press <ENTER> to continue and choose a printer.

A sample 212 printout follows:


* GLOBAL POST ROOM & TAX TO IN-HOUSE GUESTS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:59 AM RDP212 12.00 (00085)
Unit Number Res# Guest Name Rate Plan Room Rate Room Rate Posted Now Status of Today's posting
101 79 Jones/Davey GRP1 80.00 80.00 Posted (00001900)
103 170 Pfeiffer/Michelle COMP 0.00 0.00 Posted (Comp) (00
104 81 Tork/Peter GRP1 80.00 80.00 Posted (00001902)
105 80 Dolenz/Mickey GRP1 80.00 80.00 Posted (00001903)
105 304 Dolenz/Linda SHAR 0.00 0.00 Posted (Comp) (00
110 298 Nicklaus/Jack RACK 115.00 115.00 Posted (00001905)
111 282 Hamm/Mia 3AAA 108.00 108.00 Posted (00001906)
113 290 Jefferson/George OWNG 0.00 0.00 Owner Guest-No Ca
201 300 Schiffer/Claudia B260 211.00 211.00 Posted (00001907)
216 299 Short/Martin COMP 0.00 0.00 Posted (Comp) (00
222 291 Cleaver/Theodore B260 202.00 202.00 Posted (00001909)
223 292 Cleaver/Ward B260 202.00 202.00 Posted (00001910)
225 82 Nesmith/Michael GRP1 80.00 80.00 Posted (00001911)
413 185 Birch/Kenny B250 172.00 172.00 Posted (00001912)
Press <Enter> to continue.
F1 Help F2 Prt F3
The text "Posted" followed by a sequence number in parenthesis signifies that room and tax was posted to the reservation.

The printout includes the posted room rate as well as a status, containing either the word “Posted” and a sequence number in parenthesis or the word “Skip” and a reason, for example an owner reservation.

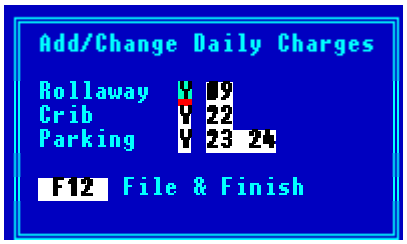
RDP212 and Projected Cost Folios

In order to have the ability to print projected cost folios, the RDP system checks the quantity on any pre-posted rate plan transaction codes with today's date. If the quantity on this transaction code is greater than one, RDP subtracts one from the quantity, subtracts one day's worth of the transaction from the buckets and total tax, and updates the pre-posted transaction date to tomorrow. With this procedure, the system has a pre-posted transaction for calculating total costs on projected cost folios.

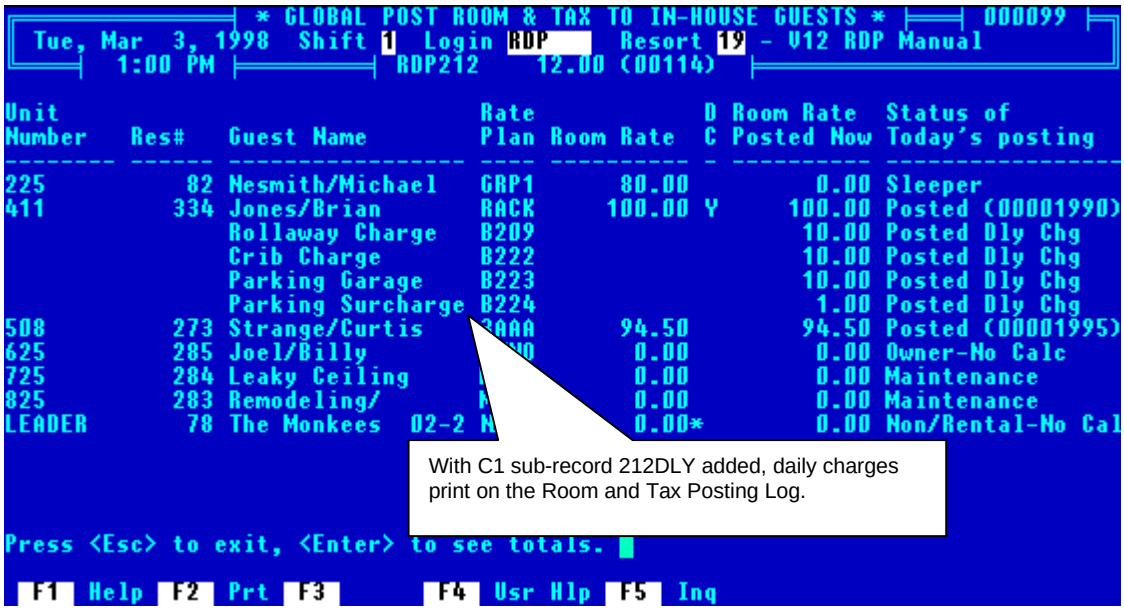
The above procedure for projected cost folios only applies to systems with Enhanced Rates and Packages installed.

RDP212 and Posting Daily Charges Automatically

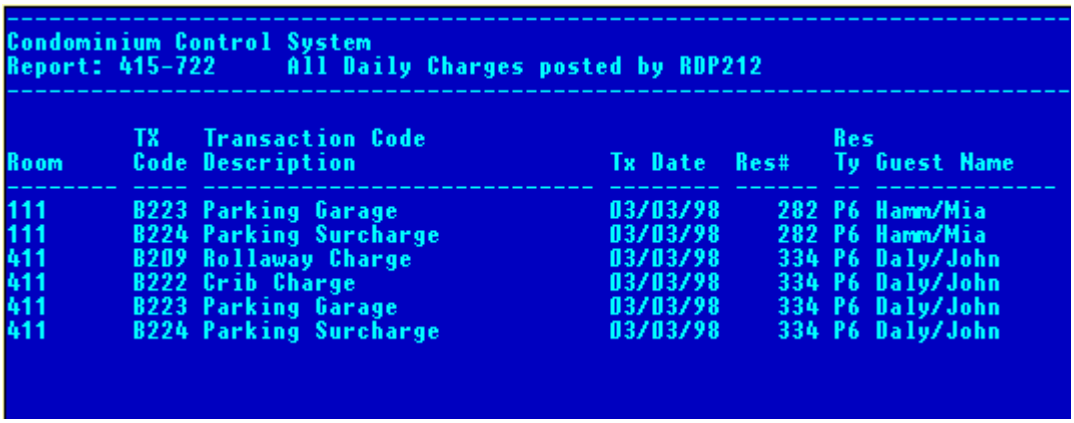
The system can be configured to print daily charges along with nightly room charges on the 212 Global Post Room and Tax log. Daily charges are set during the reservation process and can be viewed by accessing field #43 on the first reservation screen.



Adding sub-record 212DLY to table C1 displays "daily" charges (i.e. - rollaway, crib, parking, etc.) on the room and tax posting log along with nightly room charges. With sub-record 212DLY added, the room and tax posting log looks similar to the example below.


* GLOBAL POST ROOM & TAX TO IN-HOUSE GUESTS *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:00 PM RDP212 12.00 (00114)
Unit Number Res# Guest Name Rate Plan Room Rate D C Room Rate Posted Now Status of Today's posting
225 82 Nesmith/Michael GRP1 80.00 0.00 Sleeper
411 334 Jones/Brian RACK 100.00 Y 100.00 Posted (00001990)
Rollaway Charge B209 10.00 Posted Dly Chg
Crib Charge B222 10.00 Posted Dly Chg
Parking Garage B223 10.00 Posted Dly Chg
Parking Surcharge B224 1.00 Posted Dly Chg
508 273 Strange/Curtis 94.50 94.50 Posted (00001995)
625 285 Joel/Billy 0.00 0.00 Owner-No Calc
725 284 Leaky Ceiling 0.00 0.00 Maintenance
825 283 Remodeling/ 0.00 0.00 Maintenance
LEADER 78 The Monkees 02-2 0.00* 0.00 Non/Rental-No Cal
With C1 sub-record 212DLY added, daily charges print on the Room and Tax Posting Log.
Press <Esc> to exit, <Enter> to see totals.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

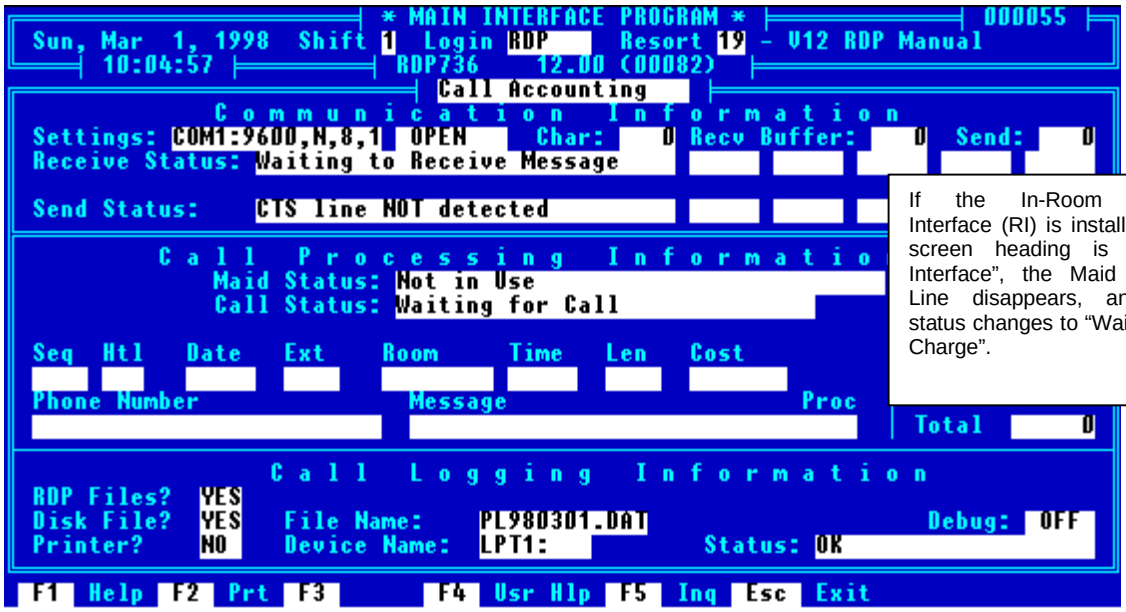
There is also a report on the Night Audit Reports menu, "722" - "Daily Charges Posted by RDP212". The report displays only charges posted automatically by RDP212 (without room charges).


Condominium Control System
Report: 415-722 All Daily Charges posted by RDP212
Room TX Code Transaction Code Description Tx Date Res# Res Ty Guest Name
111 B223 Parking Garage 03/03/98 282 P6 Hamm/Mia
111 B224 Parking Surcharge 03/03/98 282 P6 Hamm/Mia
411 B209 Rollaway Charge 03/03/98 334 P6 Daly/John
411 B222 Crib Charge 03/03/98 334 P6 Daly/John
411 B223 Parking Garage 03/03/98 334 P6 Daly/John
411 B224 Parking Surcharge 03/03/98 334 P6 Daly/John

STEP 9 - PUT INTERFACES IN BACKUP MODE

After posting room and tax with option 212, put all interface workstations into *backup mode*. When interfaces are in backup mode, charges are held in a queue in order to balance the RDP system. Interfaces include Call Accounting (R7), In-Room Movies (RI), and Point-of-Sale (RA). The call accounting and movie interfaces have a backup mode as a menu option, whereas point-of-sale is in backup mode only when the interface workstation is not in the "Receive Messages" screen.

For the call accounting and movie interfaces, the interface workstation will look similar to the following when receiving messages:

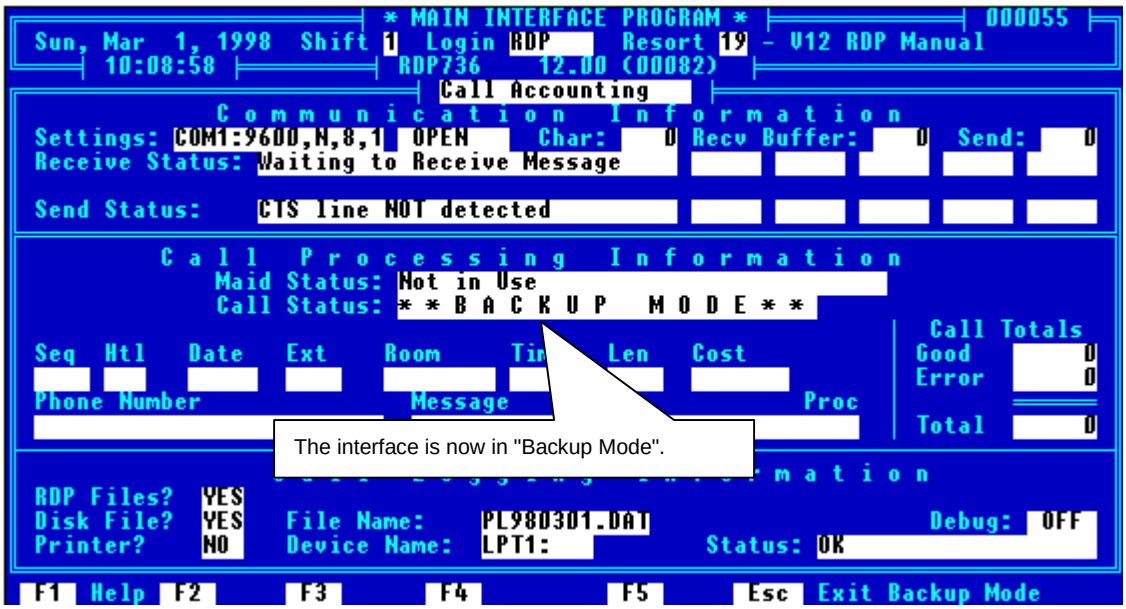

* MAIN INTERFACE PROGRAM *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:04:57 RDP736 12.00 (00082)
Call Accounting
Communication Information
Settings: COM1:9600,N,8,1 OPEN Char: 0 Recv Buffer: 0 Send: 0
Receive Status: Waiting to Receive Message
Send Status: CTS line NOT detected
Call Processing Informatio
Maid Status: Not in Use
Call Status: Waiting for Call
Seq Htl Date Ext Room Time Len Cost
Phone Number Message Proc
Total 0
Call Logging Information
RDP Files? YES
Disk File? YES File Name: PL980301.DAT Debug: OFF
Printer? NO Device Name: LPT1: Status: OK
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Esc Exit

If the In-Room Movie Interface (RI) is installed, the screen heading is "Movie Interface", the Maid Status Line disappears, and the status changes to "Waiting for Charge".

To enter backup mode for call accounting or in-room movies, press <ESCAPE> from the "Main Interface Program" screen. Next, the options are:

* MAIN INTERFACE PROGRAM *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:07 AM RDP736 12.00 (00082)
1 Process Messages
2 Backup Data Files
3 Change Configuration
Esc Return to Call Interface Menu
Enter your selection

Here, choose option 2 for Backup Data Files. The screen now appears as:


* MAIN INTERFACE PROGRAM *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:08:58 RDP736 12.00 (00082)
Call Accounting
Communication Information
Settings: COM1:9600,N,8,1 OPEN Char: 0 Recv Buffer: 0 Send: 0
Receive Status: Waiting to Receive Message
Send Status: CTS line NOT detected
Call Processing Information
Maid Status: Not in Use
Call Status: * * B A C K U P M O D E * *
Call Totals
Good 0
Error 0
Total 0
Seq Htl Date Ext Room Tim Len Cost
Phone Number Message Proc
The interface is now in "Backup Mode".
RDP Files? YES
Disk File? YES File Name: PL980301.DAT Debug: OFF
Printer? NO Device Name: LPT1: Status: OK
F1 Help F2 F3 F4 F5 Esc Exit Backup Mode

Once the interface is in backup mode, no calls or movies are posted to guest folios. Backup mode holds the charges in a queue and posts them when the interface is returned to "receive messages" mode.

The point-of-sale interface does not have a backup mode option. In order to prevent restaurant charges from posting automatically, exit the point-of-sale interface workstation to the DOS prompt.

☒ ***In order to capture all of the day's revenue, the auditor should not balance charges against the 763 report until all restaurants/bars are closed. Then, it is safe to exit the POS interface workstation to a DOS prompt.***

STEP 10 - REPORT 762 - ALL TX FOR DATE RANGE - DETAIL

The 762 report is an audit trail of every posting, payment, or transfer in the RDP system for the day. The report prompts for beginning and ending dates. Accept the defaults for today's date by pressing <ENTER> twice. For audit purposes, include this report in the day's audit pack.

STEP 11 - REPORT 766 - ADVANCE DEPOSIT LEDGER - DETAIL

The 766 report shows every reservation with an advance deposit. It is used to balance the B1 - Advance Deposit ledger as part of step 19 (printing the Daily Manager's Report).

☒ ***This report cannot be re-printed for past days. For example, if the report is run the next morning and a reservation with an advance deposit cancels, the report reflects different numbers.***

STEP 12 - REPORT 768 - GUEST LEDGER - BALANCE DUE

The 768 details the balance due for each in-house guest. This report is used for balancing the B2 - Guest Ledger.

☒ ***This report cannot be re-printed for past days.. For example, if the report is run the next morning and breakfast charges have been posted, the report reflects different numbers.***

STEP 13 - REPORT 769 - CHECKED-OUT WITH BALANCE DUE

The 769 lists all guests who have checked out with a balance due. This report is added to the guest balance due (768) in order to arrive at the total guest ledger (B2).

☒ ***This report cannot be re-printed for past days. For example, if the report is printed in the morning and two more guests have checked-out with a balance, the report reflects different numbers.***

STEP 14 -REPORT 762 - ALL TX FOR DATE RANGE (TOMORROW)

If call accounting is installed, run report 762 for *tomorrow's* date. This report captures any phone revenue that was posted after midnight but before call accounting was put into backup mode. This report is subtracted from the 768 and 769 in order to arrive at the total guest ledger.

STEP 15 - REPORT 516 - CITY LEDGER - GROUP MASTERS

Report 516 on the Night Audit Reports menu lists every group master with a balance due. This report is used to balance the *B3 - City Ledger*.

☒ ***This report cannot be re-printed for past days. A group master's balance due is updated immediately after posting a charge or taking a payment.***

STEP 16 - REPORT 516 (CREDIT CARD MENU - 7) - CITY LEDGER - ONE LINE

If credit cards are treated as receivables, the total due on the 516 report (Credit Card menu) equals the total of the *B4 - Credit Card ledger*. For more information on treating credit cards as receivables, see the ***Credit Card*** chapter.

☒ ***This report cannot be re-printed for past dates,its totals change based on credit card receivables.***

This step is only required for properties who treat credit card payments as receivables.

STEP 17 - REPORT 516 (TRAVEL AGENT MENU - 8) - CITY LEDGER - ONE LINE

Report 516 on the Travel Agent menu reflects the balance due each travel agent at the time the report is run. This total is used to balance the *B6 - Travel Agent ledger*.

☒ ***This report cannot be re-printed for a prior date, it changes based on the total due each agent.***

STEP 18 - REPORT 516 (OWNER REPORTS MENU) - OWNER RECEIVABLES

This report only applies to those properties with individual owners of units, such as a timeshare or condominium association. The total on this report reflects the balance due each owner at a specific point-in-time. The total of this report is also used to balance the *B7 - Owner ledger*.

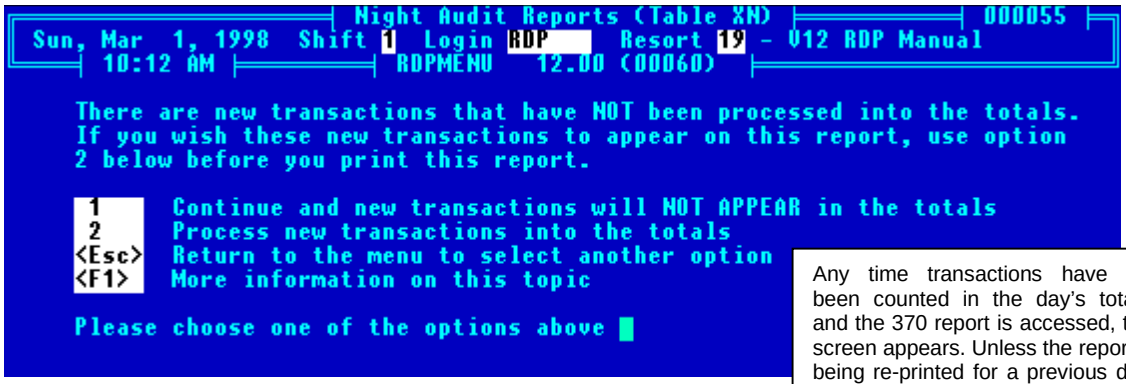
☒ ***This report cannot be re-printed for a prior date, it is updated instantly when revenue or charges are posted to an owner.***

STEP 19 - DAILY MANAGER'S REPORT - OPTION 2 - DAILY LEDGERS

After running the *balancing reports* in steps 11 - 18, use option 370 - Daily Manager's Report from the Night Audit Reports menu to balance these detail reports against the RDP ledgers (B1, B2, etc.). These reports are printed nightly to insure that all transactions are being transferred to the RDP ledgers with *900 explode*.

The 900 explode process takes transactions posted to guests, groups, credit cards, travel agents, and owners and transfers them to their corresponding RDP ledgers and general ledger accounts. In addition to providing general ledger and RDP ledger totals, 900 explode makes it possible to inquire on month-to-date and year-to-date totals by transaction code (B212 Rollaway/Crib charges).

It is possible to run 900 explode several times per day. However, since it requires a large part of the *system's resources*, RDP recommends running it as part of the audit, when system use is minimal. Any time the Daily Manager's Report is accessed, the system checks for any *unexploded transactions*. If transactions exist which have not been counted in the RDP ledgers/accounting totals, the system displays the following screen:

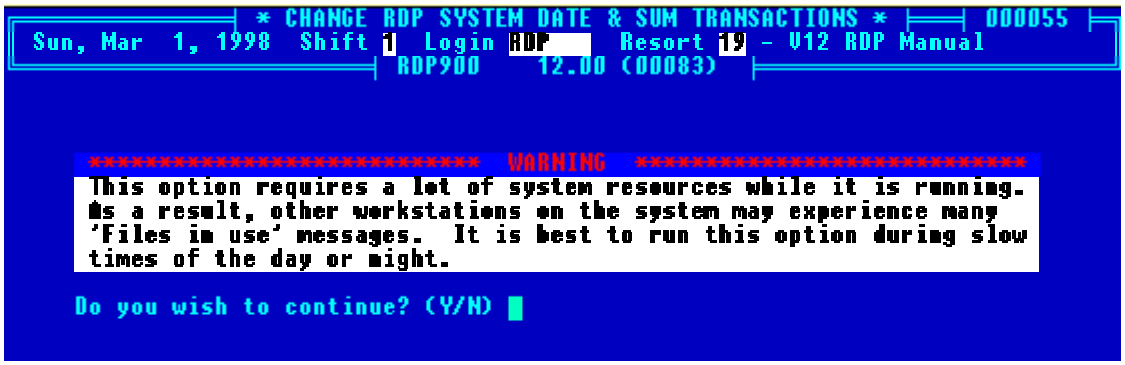

Night Audit Reports (Table XN)
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:12 AM RDPMENU 12.00 (00060)
There are new transactions that have NOT been processed into the totals.
If you wish these new transactions to appear on this report, use option
2 below before you print this report.
1 Continue and new transactions will NOT APPEAR in the totals
2 Process new transactions into the totals
<Esc> Return to the menu to select another option
<F1> More information on this topic
Please choose one of the options above

Any time transactions have not been counted in the day's totals, and the 370 report is accessed, this screen appears. Unless the report is being re-printed for a previous day, choose option 2 which explodes new transactions into the totals files. By exploding transactions, the numbers on the 370 report are accurate.

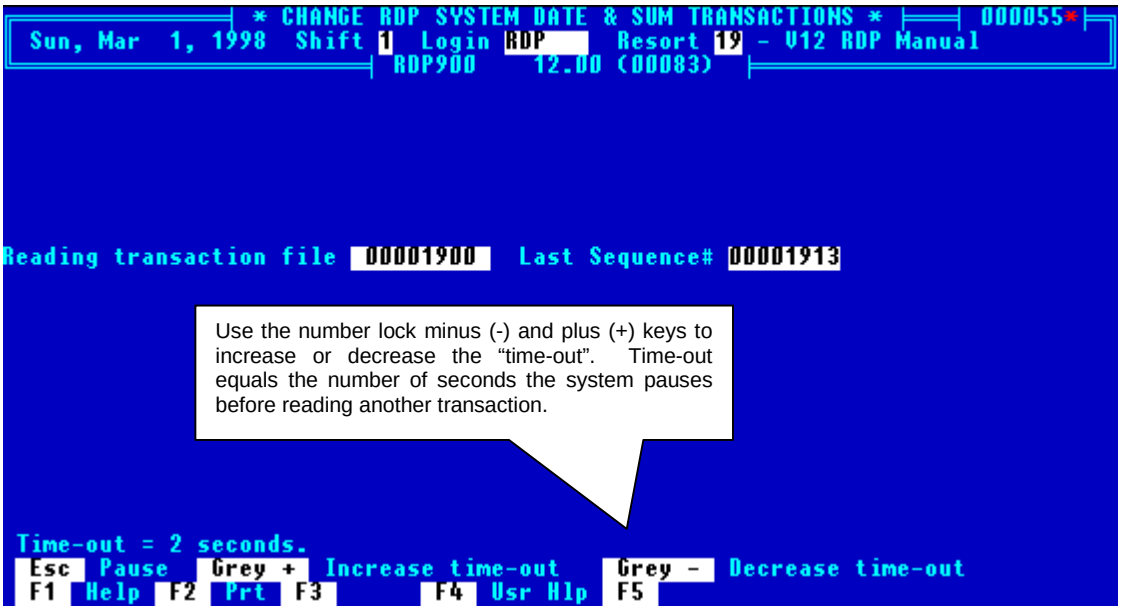
Here, choose option "2" - "Process new transactions into the totals", in order to have an "up-to-date" Daily Manager's Report. By choosing option 1, the report will not reflect all transactions for the day.

↳ *As a general rule, if the system prompts for exploding transactions, do it. 900 explode may be run several times during the audit with no harmful effects!*

After choosing option two, the system displays a warning explaining the explode process and recommending that it is run at a slow time of day:

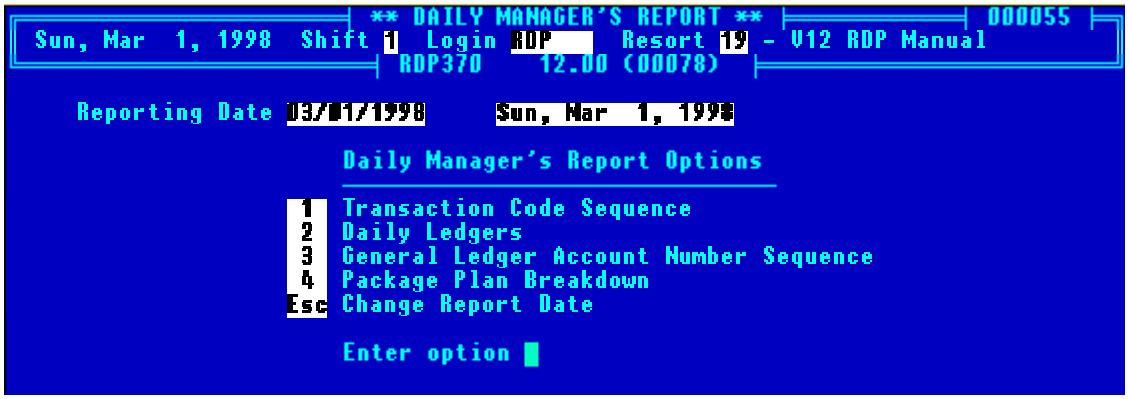

* CHANGE RDP SYSTEM DATE & SUM TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP900 12.00 (00083)
********** WARNING **********
This option requires a lot of system resources while it is running. As a result, other workstations on the system may experience many 'Files in use' messages. It is best to run this option during slow times of the day or night.
Do you wish to continue? (Y/N)

Since most properties perform the audit during the night, enter a "Y" to continue with 900 explode. Next, RDP searches for unexploded transactions and transfers them into the totals files.

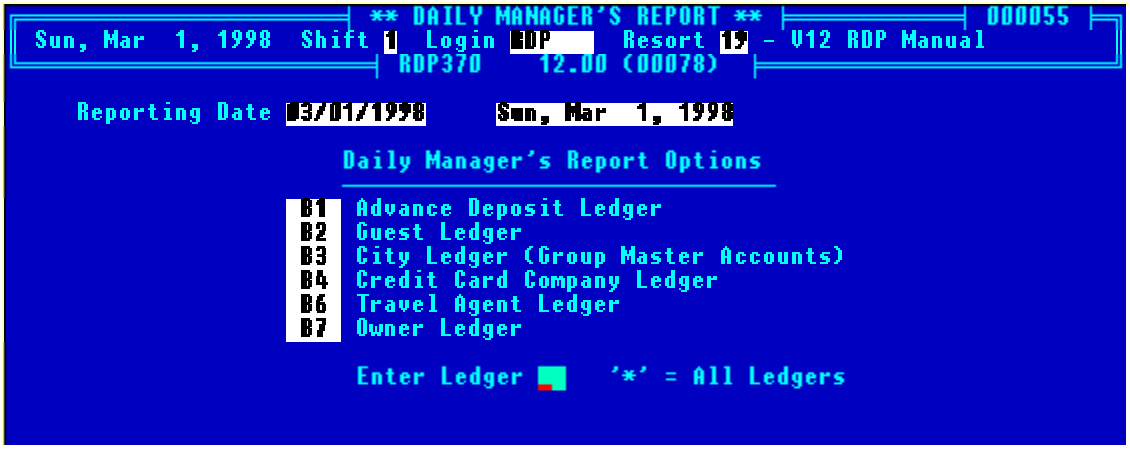

* CHANGE RDP SYSTEM DATE & SUM TRANSACTIONS *
000055*
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP900 12.00 (00083)
Reading transaction file 00001900 Last Sequence# 00001913
Use the number lock minus (-) and plus (+) keys to increase or decrease the "time-out". Time-out equals the number of seconds the system pauses before reading another transaction.
Time-out = 2 seconds.
Esc Pause Grey + Increase time-out Grey - Decrease time-out
F1 Help F2 Prt F3 F4 Usr Hlp F5

Use the minus (-) key on the number lock keyboard in order to decrease the amount of time the system pauses before reading another transaction. If the auditor is the only user on the RDP system, use the minus key to decrease the time-out to zero, accelerating the explode process.

Once the explode process is complete, the system prompts for the 370 reporting date (the 370 may be re-printed for any date). Press <ENTER> to accept the current system date. Next, the Daily Manager's Report options are displayed:


** DAILY MANAGER'S REPORT **
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP370 12.00 (00078)
Reporting Date 03/01/1998 Sun, Mar 1, 1998
Daily Manager's Report Options
1 Transaction Code Sequence
2 Daily Ledgers
3 General Ledger Account Number Sequence
4 Package Plan Breakdown
Esc Change Report Date
Enter option

In order to balance the system using the reports printed in steps 11 - 18, choose option "2" - "Daily Ledgers".


** DAILY MANAGER'S REPORT **
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP370 12.00 (00078)
Reporting Date 03/01/1998 Sun, Mar 1, 1998
Daily Manager's Report Options
B1 Advance Deposit Ledger
B2 Guest Ledger
B3 City Ledger (Group Master Accounts)
B4 Credit Card Company Ledger
B6 Travel Agent Ledger
B7 Owner Ledger
Enter Ledger '*' = All Ledgers

Print all ledgers by entering an asterisk (*) and use them to balance the reports printed in steps 11 - 18 with the following table:

Ledger	**Balancing Report (s)**
B1	Total Paid Deposit on the 766 - Advance Deposit Ledger - Detail
B2	Total Balance Due on the 768 - Guest Ledger - Balance Due + Total Due on the 769 - Checked-Out With a Balance Due - Grand Total on the 762 for *Tomorrow's* Date **(Call Accounting Customers Only)**
B3	Grand Total on the 516 - City Ledger - Group Masters
B4	Grand Total on the 516 - City Ledger - One Line (Credit Cards)
B6	Grand Total on the 516 - City Ledger - One Line (Travel Agents)
B7	Grand Total on the 516 - Owner Receivables - One Line

B1 = 766

```
Condominium Control System              Advance Deposit Ledger
   Report# 370               DAILY MANAGER'S REPORT for Sun, Mar  1, 1998  Tim

Code  Description                                                    Today

      Balance from 02/28/1998                                   -2,146.40

B1D0  Adv. Dep. Rcv. CASH                                          -50.00
B1D1  Adv. Dep. Rcv. CHECK %%7                                    -194.50      -
B1D2  Adv. Dep. Rcv. %%8                                          -100.00      -
B1D7  Adv. Dep. Ref. VOUCH %%6                                       0.00
B1DC  Forfeited Deposit                                              0.00
B1DD  Transfer to Guest Ledger                                       0.00

      Net Change                                                  -344.50      -

      Ending Balance 03/01/1998                                 -2,490.90



End of report, <Enter> to continue

 F1 Help  F2 Prt  F3        F4 Usr Hlp  F5 Inq
```

The B1 ledger "Ending Balance" equals the "Total Paid Deposits" on the 766, verifying that all B1 transactions were exploded.

```
Condominium Control System
Report: 410-766      ADVANCED DEPOSIT LEDGER - Numeric

                                                  Total      Paid       Total      Grou
Guest Name            Res#    Ty Room#          Charges    Deposit    Bal. Due   Bal.
--------------------- ------ -- -------- ---------- ---------- ---------- ----
Eastwood/Clint             2 I1              214.00     100.00     114.00
Abbott/Bud               175 P2 223          168.00     150.00      18.00
The Colorado Rockies/    257 M4 LEADER         0.00    1000.00   -1000.00
Seles/Monica             278 P4 115          782.65      65.00     717.65
Short/Martin             279 P4 122          465.45     130.50     334.95
Reeie/Gabriela           295 P4 111          481.52     112.50     369.02
Seymour/Jane             296 P4 702          829.70     738.40      91.30
Birch/Kenny              305 P4 102          481.50     100.00     381.50
Lithgow/John             306 S2 104          414.10      94.50     319.60
                                          ========== ========== ========== ====
Totals - All Res. with Paid Deposit:         3836.92    2490.90    1346.02



** SCREEN FULL **  Press <Esc> to exit or <Enter> to continue

 F1 Help
```

B2 = 768 + 769 (-762 for tomorrow - call accounting only)

```
Condominium Control System                In-House Guest Ledger
   Report# 370                  DAILY MANAGER'S REPORT for Sun, Mar  1, 1998  Tim

Code  Description                                                      Today
B260  Winter Package                                                615.00
B282  LD *                %%T    %%L                                  40.74
B2AR  Billed To Grp Mstr #*                                          0.00
B2D0  Guest Payment  CASH                                          -24.40
B2D1  Guest Payment  CHECK %%7                                     -834.47      -
B2D2  Guest Payment  %%8                                           -292.15      -
B2DD  Transfer From Adv. Dep. Led.                                   0.00
B2DL  Billed to Grp Mst # %%4                                        0.00
B2DP  Billed to Grp Ldr Res#%%9                                      0.00
B2DQ  From %%A            Res#%%5                                    0.00
B2ST  Dinner Charge - Tkt#*                                        101.78

      Net Change                                                   731.70

      Ending Balance 03/01/1998                                  3,577.63


End of report, <Enter> to continue

 F1 Help  F2 Prt  F3        F4 Usr Hlp  F5 Inq
```

```
Condominium Control System
Report: 410-768                  GUEST LEDGER - BALANCE DUE

                                          Group     Total
Room#     Guest Name            Res#      Master    Balance      Master       Leader
--------- -------------------- ------ ---------- ----------- ----------- -----------
413       Birch/Kenny             185                184.04        0.00         0.0
508       Strange/Curtis          273               -677.58        0.00         0.0
625       Joel/Billy              285                  0.00        0.00         0.0
725       Leaky Ceiling           284                  0.00        0.00         0.0
825       Remodeling/             283                  0.00        0.00         0.0
LEADER    The Monkees  02-24-      78 MONKEES           0.00        0.00         0.0
                                                  =========== =========== ==========
                                                     2890.97        0.00      2088.6
```

```
Condominium Control System
Report: 410-769                          CHECKED-OUT GUESTS WITH A BALANCE DUE

                                    Folio I
Name of Guest          Res #  Ty Bal Due
---------------------- ------ -- ---------
CLUE DET. AGCY  01-11     66 M8       0.00
Quaid/Dennis             252 P8      94.21
Hidalgo/Henry            253 P8     589.95
Anderson/Harry           288 P8       2.50

=============================================================================

Total Due     Current       Over 30       Over 60       Over 90       Over 120
------------ ------------ ------------ ------------ ------------ ------------
    686.66       686.66         0.00         0.00         0.00
```

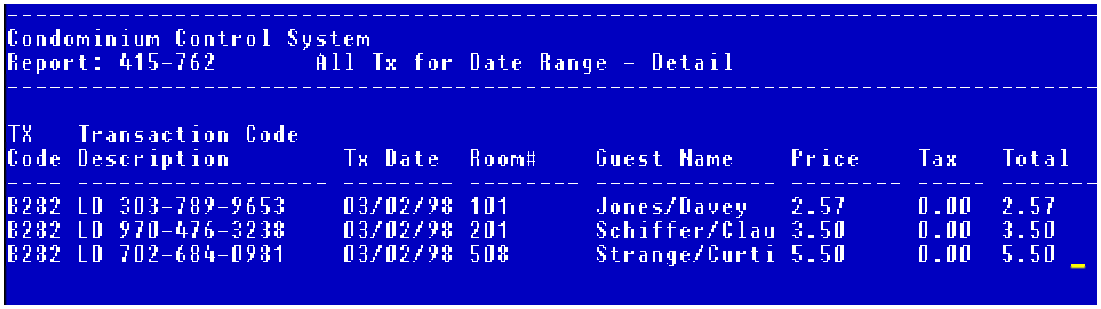
The "Ending Balance" on the B2 ledger from the 370 report should always equal the "Total Balance" on the 768 plus the "Total Due" on the 769.

For properties with the call accounting interface, subtract the total on the 762 for tomorrow's date.

Without call accounting installed, the B2 ledger equals the 768 “Total Balance Due” column plus the 769 “Total Due” column.

B2 Ledger		$3577.63
768	$2890.97	
769	$ 686.66	
Totals	$3577.63	$3577.63

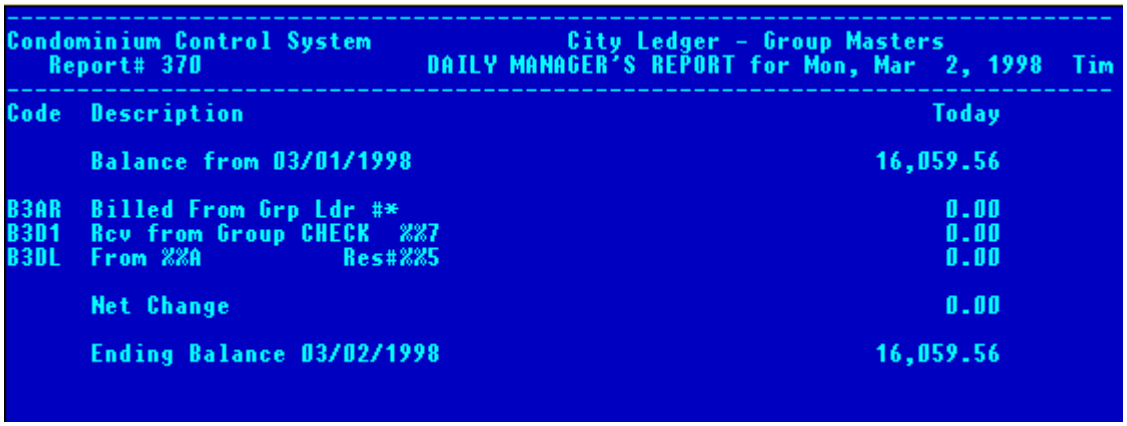
If the property has the Call Accounting interface installed (R7), always subtract the total of the 762 for tomorrow’s date in order to arrive at the total guest ledger (B2). The 762 for tomorrow’s date is subtracted since the only transactions posted after balancing the 763 and 709 (step 5 & 6) are phone calls automatically posted with the interface. A sample 762 follows:



```
Condominium Control System
Report: 415-762        All Tx for Date Range - Detail

TX    Transaction Code
Code  Description          Tx Date   Room#    Guest Name    Price    Tax    Total
----  -----------------  --------  --------  ------------  -------  -----  -------
B282  LD 303-789-9653    03/02/98  101       Jones/Davey   2.57     0.00   2.57
B282  LD 970-476-323$    03/02/98  201       Schiffer/Clau 3.50     0.00   3.50
B282  LD 702-684-0981    03/02/98  50$       Strange/Curti 5.50     0.00   5.50
```

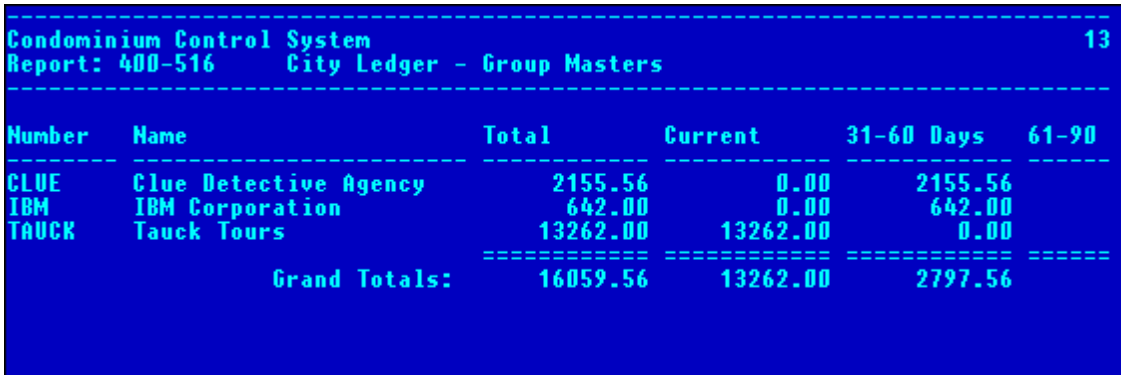
In this example, call accounting was put into backup mode at 12:45 a.m. However, between midnight and 12:45, three calls were posted to in-house guests, incrementing their balance due on the 768 report. In order to “back-off” these phone calls, subtract the total of tomorrow’s 762 from the total of the 768 and 769, arriving at the day’s B2 ledger total.

B3 = 516 (Group Receivables)



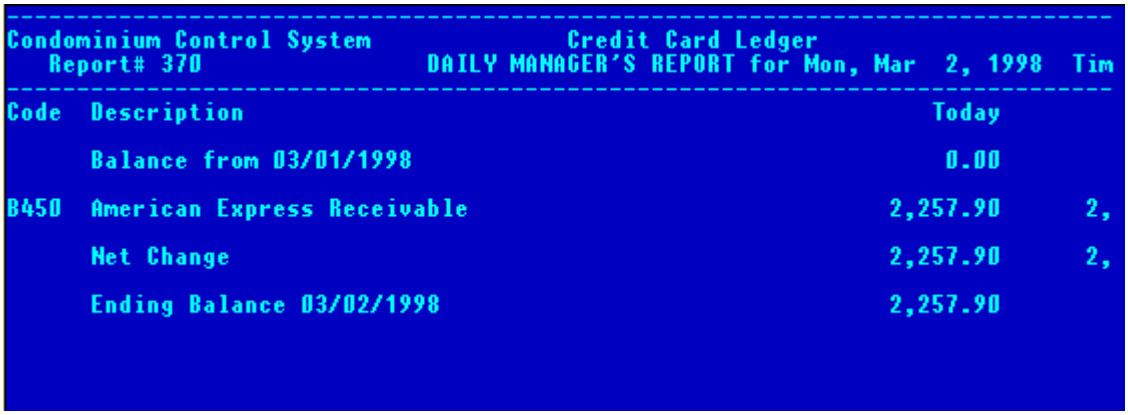
```
Condominium Control System                City Ledger - Group Masters
   Report# 370                  DAILY MANAGER'S REPORT for Mon, Mar  2, 1998  Tim

Code  Description                                                      Today

      Balance from 03/01/1998                                      16,059.56

B3AR  Billed From Grp Ldr #*                                            0.00
B3D1  Rcv from Group CHECK  %%7                                         0.00
B3DL  From %%A          Res#%%5                                         0.00

      Net Change                                                        0.00

      Ending Balance 03/02/1998                                    16,059.56
```

The "Total" column on the 516 equals the "Ending Balance" for the B3 ledger, verifying that all B3 transactions were exploded.

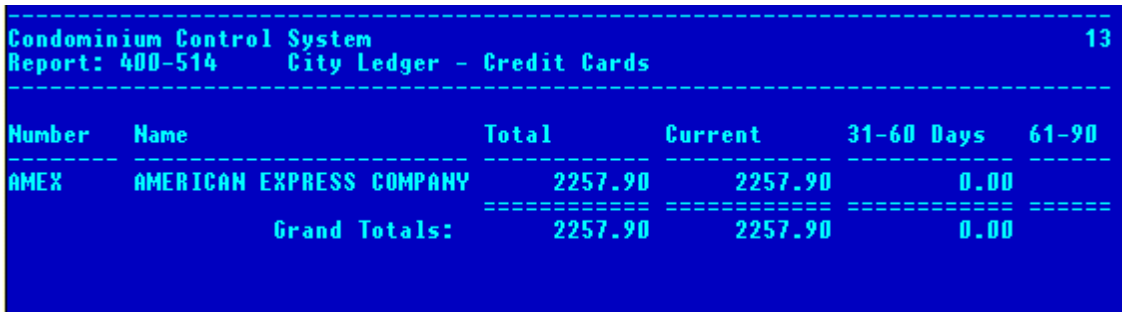


```
Condominium Control System                                              13
Report: 400-516     City Ledger - Group Masters

Number   Name                      Total        Current      31-60 Days   61-90
-------- ------------------------ ------------ ------------ ------------ ------
CLUE     Clue Detective Agency        2155.56         0.00      2155.56
IBM      IBM Corporation               642.00         0.00       642.00
TAUCK    Tauck Tours                 13262.00     13262.00         0.00
                                    ============ ============ ============ ======
                Grand Totals:        16059.56     13262.00      2797.56
```

B4 = 516 (Credit Cards)



```
Condominium Control System                Credit Card Ledger
   Report# 370                DAILY MANAGER'S REPORT for Mon, Mar  2, 1998  Tim

Code  Description                                                    Today

      Balance from 03/01/1998                                       0.00

B450  American Express Receivable                              2,257.90      2,

      Net Change                                               2,257.90      2,

      Ending Balance 03/02/1998                                2,257.90
```

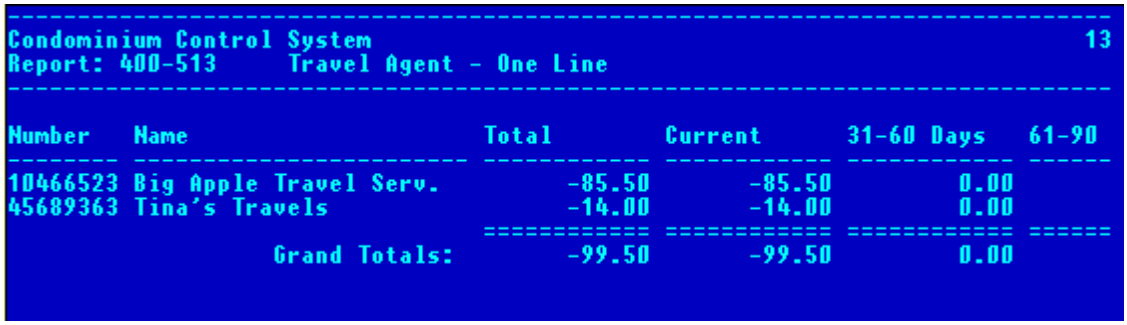


```
Condominium Control System                                              13
Report: 400-514     City Ledger - Credit Cards

Number   Name                     Total        Current      31-60 Days   61-90
-------- ------------------------ ------------ ------------ ------------ ------
AMEX     AMERICAN EXPRESS COMPANY      2257.90      2257.90         0.00
                                   ============ ============ ============ ======
                  Grand Totals:        2257.90      2257.90         0.00
```

The "Ending Balance" on the B4 ledger equals the "Total" column on the 516 – City ledger – Credit Cards, verifying that all B4 transactions were exploded.

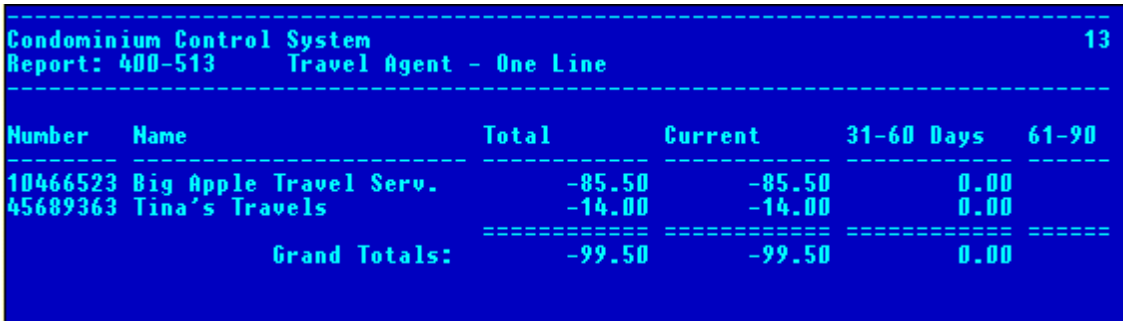
Only balance the B4 ledger if credit cards are treated as receivables.

B6 = 516 (Travel Agents)



Condominium Control System 13
Report: 400-513 Travel Agent - One Line

Number	Name	Total	Current	31-60 Days	61-90
10466523	Big Apple Travel Serv.	-85.50	-85.50	0.00	
45689363	Tina's Travels	-14.00	-14.00	0.00	
	Grand Totals:	-99.50	-99.50	0.00	

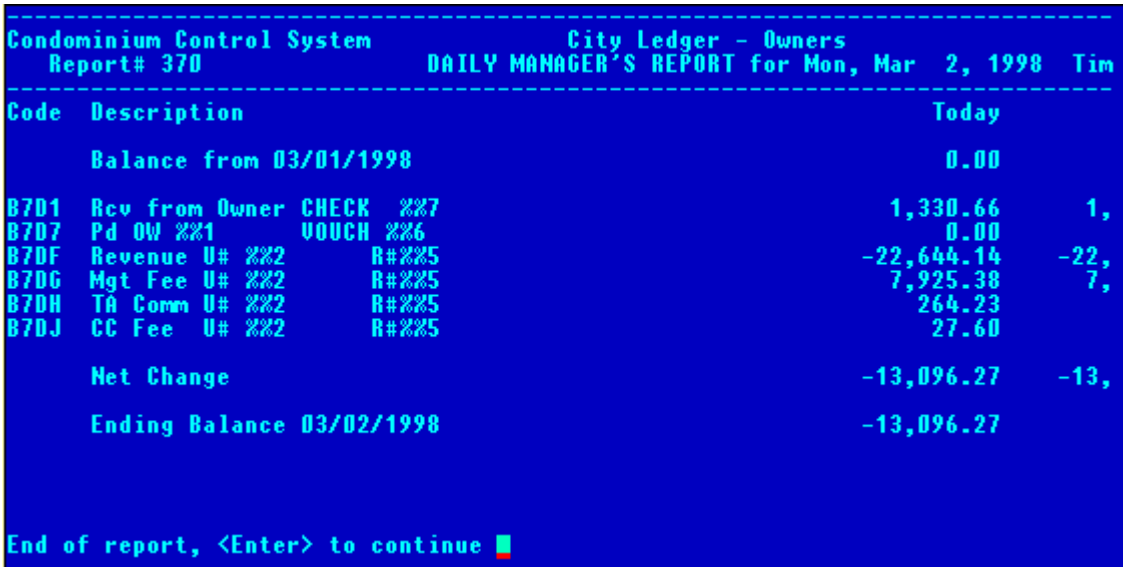


Condominium Control System 13
Report: 400-513 Travel Agent - One Line

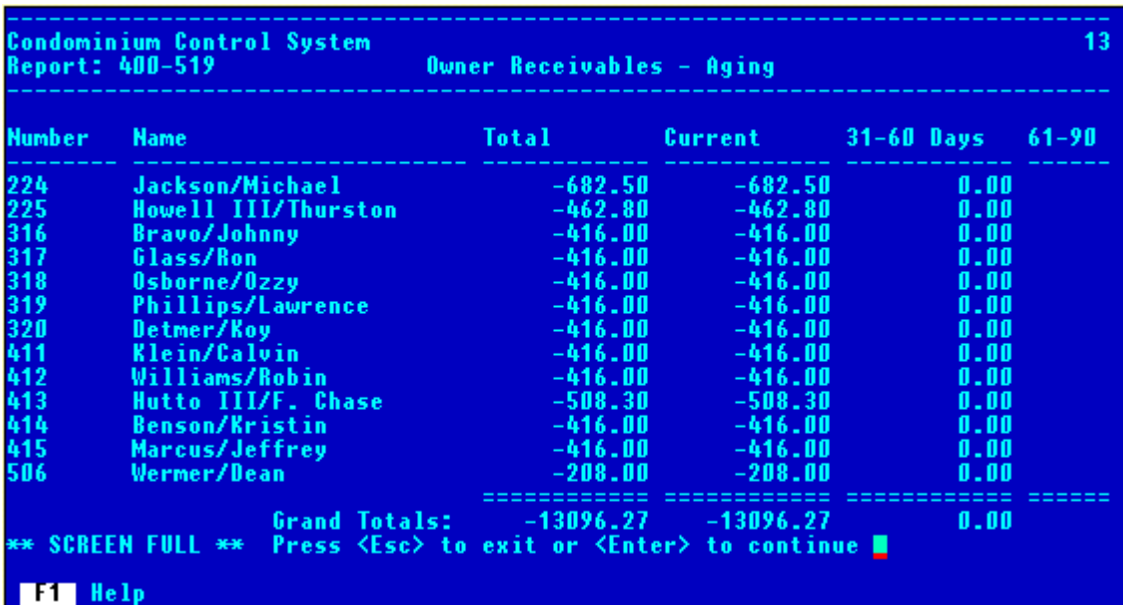
Number	Name	Total	Current	31-60 Days	61-90
10466523	Big Apple Travel Serv.	-85.50	-85.50	0.00	
45689363	Tina's Travels	-14.00	-14.00	0.00	
	Grand Totals:	-99.50	-99.50	0.00	

The B6 "Ending Balance" equals the "Total" column on the 516 - Travel Agent - One Line, verifying that all transactions were exploded in the B6 ledger.

B7 = 516 (Owner Receivables)


Condominium Control System City Ledger - Owners
Report# 370 DAILY MANAGER'S REPORT for Mon, Mar 2, 1998 Tim
Code Description Today
Balance from 03/01/1998 0.00
B7D1 Rcv from Owner CHECK %%7 1,330.66 1,
B7D7 Pd OW %%1 VOUCH %%6 0.00
B7DF Revenue U# %%2 R#%%5 -22,644.14 -22,
B7DG Mgt Fee U# %%2 R#%%5 7,925.38 7,
B7DH TA Comm U# %%2 R#%%5 264.23
B7DJ CC Fee U# %%2 R#%%5 27.60
Net Change -13,096.27 -13,
Ending Balance 03/02/1998 -13,096.27
End of report, <Enter> to continue

The "Ending Balance" of the B7 ledger equals the "Total" column on the 516 - Owner Receivables report, verifying that all B7 transactions were exploded.


Condominium Control System 13
Report: 400-519 Owner Receivables - Aging
Number Name Total Current 31-60 Days 61-90
224 Jackson/Michael -682.50 -682.50 0.00
225 Howell III/Thurston -462.80 -462.80 0.00
316 Bravo/Johnny -416.00 -416.00 0.00
317 Glass/Ron -416.00 -416.00 0.00
318 Osborne/Ozzy -416.00 -416.00 0.00
319 Phillips/Lawrence -416.00 -416.00 0.00
320 Detmer/Koy -416.00 -416.00 0.00
411 Klein/Calvin -416.00 -416.00 0.00
412 Williams/Robin -416.00 -416.00 0.00
413 Hutto III/F. Chase -508.30 -508.30 0.00
414 Benson/Kristin -416.00 -416.00 0.00
415 Marcus/Jeffrey -416.00 -416.00 0.00
506 Wermer/Dean -208.00 -208.00 0.00
Grand Totals: -13096.27 -13096.27 0.00
** SCREEN FULL ** Press <Esc> to exit or <Enter> to continue
F1 Help

Only balance the B7 ledger if the Owner Billing (R3) module is installed.

NIGHTLY BALANCING WORKSHEET

Balancing RDP Ledgers

B1 Ledger (Advance Deposits)

1) 766 – Advance Deposit Ledger – Detail – Total Paid Deposits	$
2) 370 – Ending Balance on the B1 – Advance Deposit Ledger	$

B2 Ledger (Guest)

1) 768 – Guest Ledger Balance Due – Total Balance Due	$
2) 769 – Checked Out with Balance Due – Total Due	$
3) 762 - All Tx for Date Range – Grand Total for **TOMORROW'S** Date (Properties with the Call Accounting Interface Module (R7) ONLY)	$
Total of 1 + 2 **MINUS** 3	$
4) 370 – Ending Balance on the B2 – Guest Ledger	$

B3 Ledger (Groups)

1) 516 – City Ledger – Group Masters – Grand Total	$
2) 370 – Ending Balance on the B3 – City Ledger – Group Masters	$

B4 Ledger (Credit Cards)

Only used if credit cards are treated as receivables.

1) 516 City Ledger – Credit Cards – Grand Total	$
2) 370 – Ending Balance on the B4 – Credit Card Ledger	$

B6 Ledger (Travel Agents)

1) 516 City Ledger – Travel Agents – Grand Total	$
2) 370 Report – Ending Balance on the B6 – Travel Agent Ledger	$

B7 Ledger (Owners)

Only used if RDP's Owner Accounting module (R3) is installed.

1) 516 – City Ledger - Owners – Grand Total	$
2) 370 Report – Ending Balance on the B7 – Owner Ledger	$

If totals for any ledger do NOT balance, please contact RDP Support the next business day.

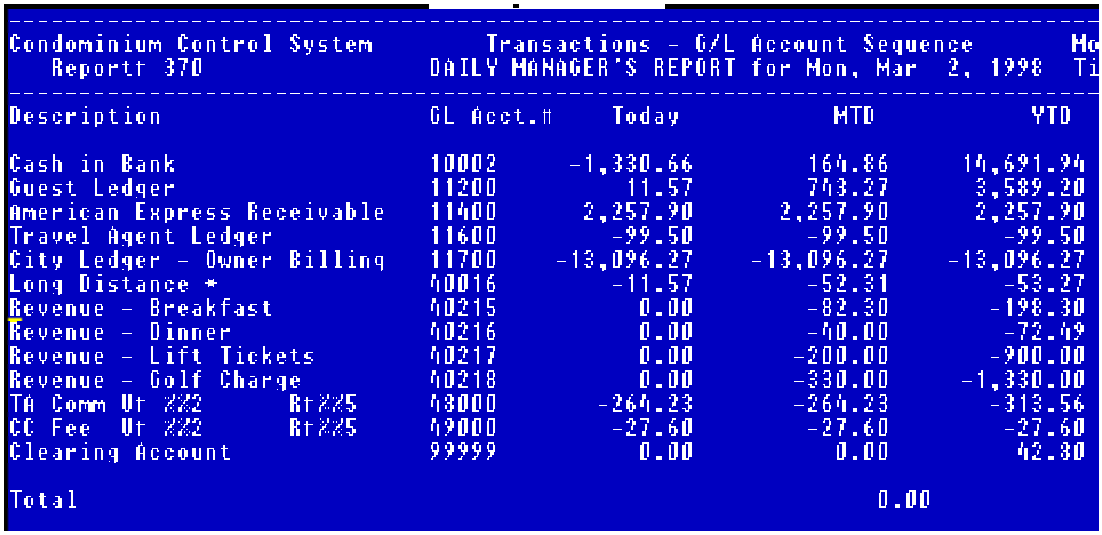
STEP 20 - 370 DAILY MANAGER'S REPORT - OPTION 3

After balancing the RDP ledgers against the detail reports, run option 370 again, this time using option "3" - "General Ledger Account Number Sequence". Three selections are available in option 3, including:

Selection	Description
A	Today, Monthly, and Yearly Totals
B	Debit/Credit Totals with Transaction Detail
C	Debit/Credit Totals - No Detail

Option 3 provides the accounting department with general ledger account totals for the day. RDP recommends running each option in order to determine the best fit for the property. Samples of options A, B, and C follow:

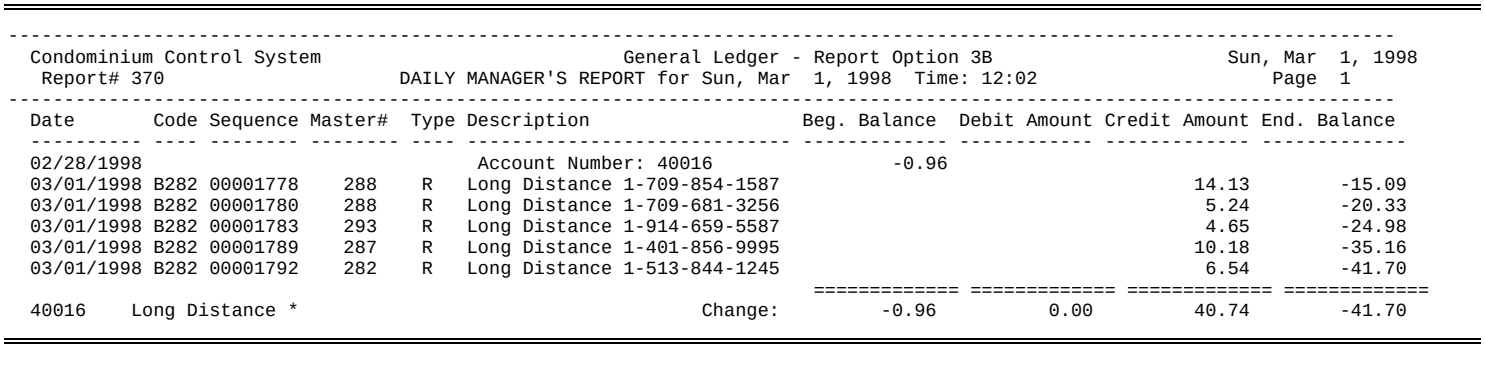
370 - Option 3A



Condominium Control System — Transactions - G/L Account Sequence — Mo
Report# 370 — DAILY MANAGER'S REPORT for Mon, Mar 2, 1998 — Ti

Description	GL Acct.#	Today	MTD	YTD
Cash in Bank	10002	-1,330.66	164.86	14,691.94
Guest Ledger	11200	11.57	743.27	3,589.20
American Express Receivable	11400	2,257.90	2,257.90	2,257.90
Travel Agent Ledger	11600	-99.50	-99.50	-99.50
City Ledger - Owner Billing	11700	-13,096.27	-13,096.27	-13,096.27
Long Distance *	40016	-11.57	-52.31	-53.27
Revenue - Breakfast	40215	0.00	-82.30	-198.30
Revenue - Dinner	40216	0.00	-40.00	-72.49
Revenue - Lift Tickets	40217	0.00	-200.00	-900.00
Revenue - Golf Charge	40218	0.00	-330.00	-1,330.00
TA Comm Vr ZZZ Rr225	48000	-264.23	-264.23	-313.56
CC Fee Vr ZZZ Rr225	49000	-27.60	-27.60	-27.60
Clearing Account	99999	0.00	0.00	42.30
Total			0.00	

370 - Option 3B



Condominium Control System — General Ledger - Report Option 3B — Sun, Mar 1, 1998
Report# 370 — DAILY MANAGER'S REPORT for Sun, Mar 1, 1998 Time: 12:02 — Page 1

Date	Code	Sequence	Master#	Type	Description	Beg. Balance	Debit Amount	Credit Amount	End. Balance
02/28/1998					Account Number: 40016	-0.96			
03/01/1998	B282	00001778	288	R	Long Distance 1-709-854-1587			14.13	-15.09
03/01/1998	B282	00001780	288	R	Long Distance 1-709-681-3256			5.24	-20.33
03/01/1998	B282	00001783	293	R	Long Distance 1-914-659-5587			4.65	-24.98
03/01/1998	B282	00001789	287	R	Long Distance 1-401-856-9995			10.18	-35.16
03/01/1998	B282	00001792	282	R	Long Distance 1-513-844-1245			6.54	-41.70
40016	Long Distance *				Change:	-0.96	0.00	40.74	-41.70

Option 3B lists debit and credit detail for every general ledger account number.

370 - Option 3C

```
------------------------------------------------------------------------------------------------------------------------
  Condominium Control System                          General Ledger - Report Option 3C                    Sun, Mar  1, 1998
   Report# 370                    DAILY MANAGER'S REPORT for Sun, Mar  1, 1998  Time: 12:07                      Page  1
------------------------------------------------------------------------------------------------------------------------
  Account# Description                                Beg. Balance  Debit Amount  Credit Amount End. Balance  Net Change
  -------- ------------------------------------------ ------------ ------------ ------------- ------------ ------------
  10002    Cash in Bank                                  13,383.67     5,073.16        271.00    18,185.83     4,802.16
  11200    Guest Ledger                                   3,139.78     3,107.36      6,839.14      -592.00    -3,731.78
  11300    City Ledger - Group Master Accounts           17,565.96       465.12          0.00    18,031.08       465.12
  11400    Credit Card Fee                                    0.00       150.00          0.00       150.00       150.00
  11700    City Ledger - Owner Billing                   -7,773.08         0.00          0.00    -7,773.08         0.00
  20001    State Excise Tax                                 -27.71         0.00         18.34       -46.05       -18.34
  20002    Municipal Tourist Tax                            -10.50         0.00          8.14       -18.64        -8.14
  20100    Advance Deposit Ledger                        -2,146.40       200.00        294.50    -2,240.90       -94.50
  20800    Security Deposit                                 -850.00         0.00       -100.00      -750.00       100.00
  21001    Room - State Excise Tax                       -2,362.83         0.00         40.04    -2,402.87       -40.04
  21002    Room - Municipal Tourist Tax                  -2,362.83         0.00         35.04    -2,397.87       -35.04
  40016    Long Distance *                                  -0.96         0.00         40.74       -41.70       -40.74
  40200    Revenue - Room                                -27,702.50         0.00        795.50   -28,498.00      -795.50
                                                                     ============ ============               ============
           Grand Totals for: Sun, Mar  1, 1998                          8,995.64     8,242.44                    753.20
```

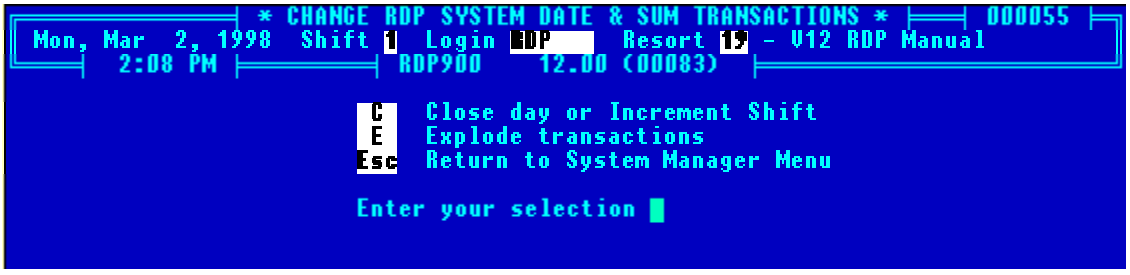
Option 3C provides total debits and total credits for each general ledger account number.

Option “3D” - “Create file to upload to an accounting system”, creates an *ASCII file* with general ledger account debit and credit totals for several accounting software packages, including ACCPAC Plus, Attache’ Accounting, Data Pro, MAS 90, Peachtree, and Real World.

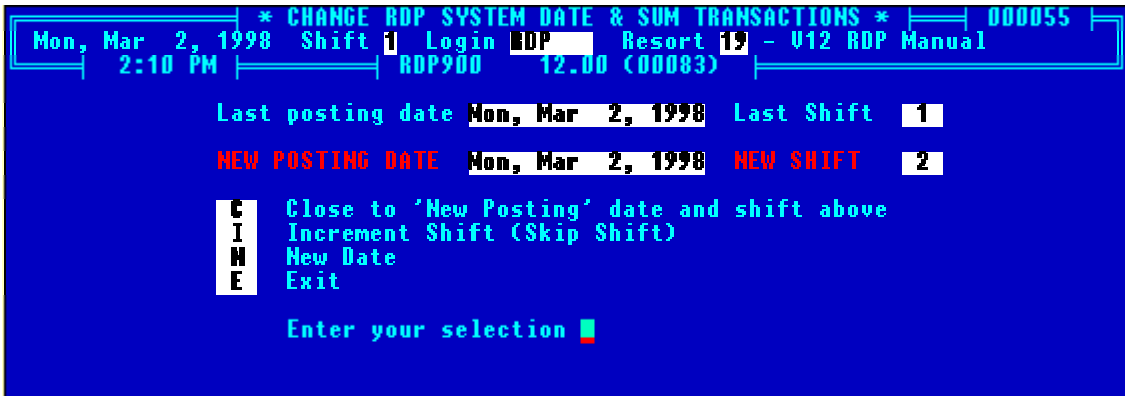
Option 3D - Create file to upload to an accounting system, is explained in detail in the ***Back Office Accounting*** *chapter.*

STEP 21 - CLOSE THE DAY

Once RDP is balanced and general ledger debit and credit totals produced, close the day with option 900 on the Night Audit menu. Option 900 displays the following screen:

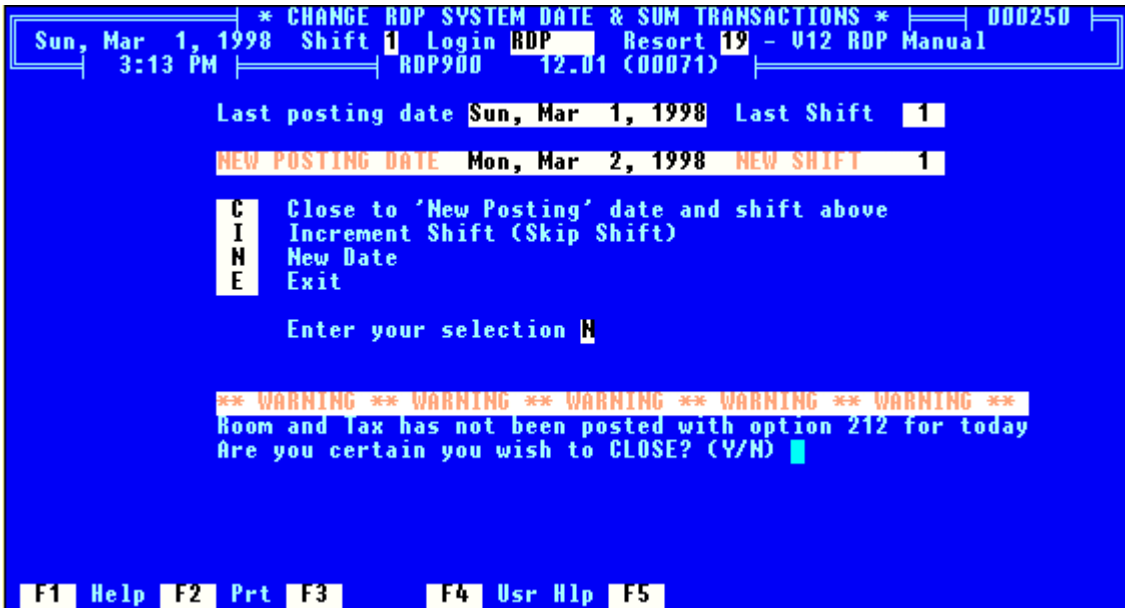

* CHANGE RDP SYSTEM DATE & SUM TRANSACTIONS *
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 15 - V12 RDP Manual
2:08 PM RDP900 12.00 (00083)
C Close day or Increment Shift
E Explode transactions
Esc Return to System Manager Menu
Enter your selection

Because no transactions have been posted since the last explode in step 20, choose option “C” - “Close day or Increment Shift”. Next, the system prompts:


* CHANGE RDP SYSTEM DATE & SUM TRANSACTIONS *
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:10 PM RDP900 12.00 (00083)
Last posting date Mon, Mar 2, 1998 Last Shift 1
NEW POSTING DATE Mon, Mar 2, 1998 NEW SHIFT 2
C Close to 'New Posting' date and shift above
I Increment Shift (Skip Shift)
N New Date
E Exit
Enter your selection

Since we are changing the system date, enter an “N” for “New Date”. Next the system prompts for the new date, with the default being tomorrow’s date (03/02/98 in our example). Press <ENTER> to accept the default and the system prompts for verification. After double-checking the new system date, type a “Y”. RDP generates statistics and returns to the Resorts screen. Log back in to complete the night audit.

RDP issues the following warning during the close of day process if room and tax has not been posted with option "212" - "Global Post Room and Tax" on the Night Audit Menu.


* CHANGE RDP SYSTEM DATE & SUM TRANSACTIONS *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:13 PM RDP900 12.01 (00071)
Last posting date Sun, Mar 1, 1998 Last Shift 1
NEW POSTING DATE Mon, Mar 2, 1998 NEW SHIFT 1
C Close to 'New Posting' date and shift above
I Increment Shift (Skip Shift)
N New Date
E Exit
Enter your selection N
** WARNING ** WARNING ** WARNING ** WARNING ** WARNING **
Room and Tax has not been posted with option 212 for today
Are you certain you wish to CLOSE? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5

The above warning is only issued if switch #109-13, Default to Daily Post Room and Tax, is set to "Y" (YES) or "P" (PROMPT).

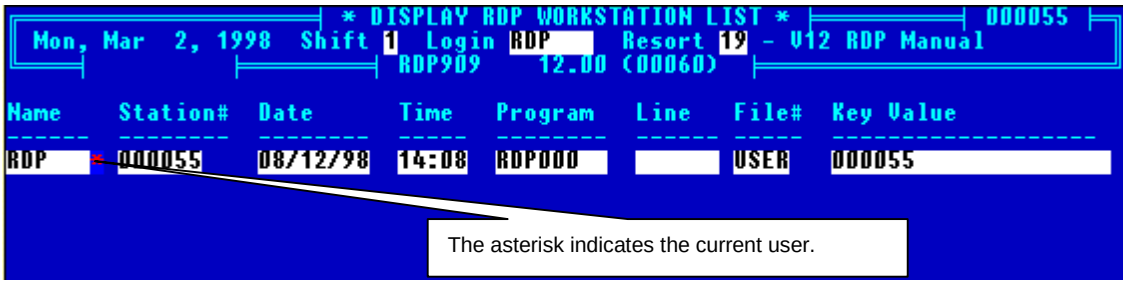
STEP 22 - PERFORM A TAPE BACKUP

Performing a *tape backup* is perhaps the most critical step in the night audit process. A tape backup is the property’s “insurance policy” against power failures, disk “crashes”, and other unforeseen catastrophical problems.

Many times a tape backup is the only recourse for restoring a portion of the RDP system when a hardware problem corrupts a BTRIEVE file to the point where system utilities are unable to perform a successful recovery. And, without a reliable tape backup, the only other alternative is to re-install the RDP system and start over. Because of this, RDP cannot stress enough the importance of a reliable tape backup system!

The most important step in performing a successful tape backup is verifying that all users have exited the RDP system. To insure that all users have exited, access menu 99 - System Utilities and choose option 909 - List RDP Users. From 909, choose option 1 - View RDP User List. The system displays all current RDP

users. In order to perform a successful backup, make sure the only RDP user is the person performing the tape backup, designated by the asterisk next to the user name:


* DISPLAY RDP WORKSTATION LIST *
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP909 12.00 (00060)
Name Station# Date Time Program Line File# Key Value
RDP 000055 08/12/98 14:08 RDP000 USER 000055
The asterisk indicates the current user.

☒ ***RDP does not sell or support tape backup systems, however one is required as part of a valid RDP support agreement.***

After verifying that only one user is in the system, exit RDP and perform the required steps for performing a successful tape backup.

STEP 23 - 910 TRANSFER

The 910 transfer program moves reservations from *active history* to *non-active history*. All reservations accessed through options 120 or 131 are in active history. Reservations in non-active history are accessed with option 116 - Inquire on Non-Active Res. from the Past Guest menu (9).

Each property sets a time frame for the number of days a reservation stays in active history. For example, if a property sets this parameter to 60 days, the 910 transfer program only looks at reservations with a departure date 60 days in the past. In order to transfer to non-active history, a reservation's departure date must be greater than the specified time-frame and have a zero balance. Also, if the reservation is tied to a group leader, all group members must have a zero balance prior to transferring any reservations to non-active history.

One of the greatest benefits in running the 910 transfer program is to keep active history as "clean" as possible. For example, a property that has been an RDP customer for three years who does not run 910 transfer will search for a reservation with the last name of "Smith" and find a number of "Smith" reservations from two years ago. On the other hand, if the same property ran the 910 transfer program nightly, and searched for "Smith", only the future "Smith" reservations and those with a checkout date greater than the specified time frame display. This not only makes the front desk clerk's job easier, but also keeps the system running efficiently.

Running 910 transfer on a nightly basis also accelerates the audit process. For example, if 910 transfer is only run once a month, the system has to transfer all reservations (along with their expenses) to non-active history who meet the above criteria for the last month. At a busy property this could equate upwards of 500 reservations and take half an hour. Conversely, if the same property ran 910 transfer nightly, only a handful of reservations meet the specified checkout time-frame each night, dramatically reducing the amount of time spent running the transfer program.

Follow these steps to run the 910 transfer program:

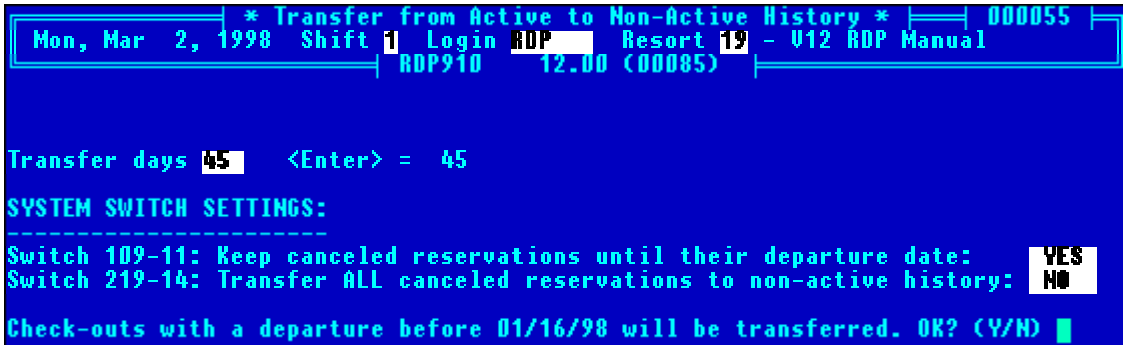
1. Choose option 910 from the Night Audit menu.

2. Choose option 1 - Transfer Reservations from Active to Non-Active History.

3. Explode transactions if prompted. 910 works in a similar manner as the 370 - Daily manager's Report. If transactions exist which have not been exploded into the totals file, 910 will prompt the user to explode.

↳ *Always explode transactions if prompted to do so!*

4. Accept the default number of transfer days by pressing <ENTER>.
5. Verify the transfer departure date:


* Transfer from Active to Non-Active History *
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP910 12.00 (00085)
Transfer days 45 <Enter> = 45
SYSTEM SWITCH SETTINGS:
Switch 109-11: Keep canceled reservations until their departure date: YES
Switch 219-14: Transfer ALL canceled reservations to non-active history: NO
Check-outs with a departure before 01/16/98 will be transferred. OK? (Y/N)

6. Use the minus (-) key on the number lock to decrease the system time-out.

STEP 24 - 995 - RESET AVAILABILITY

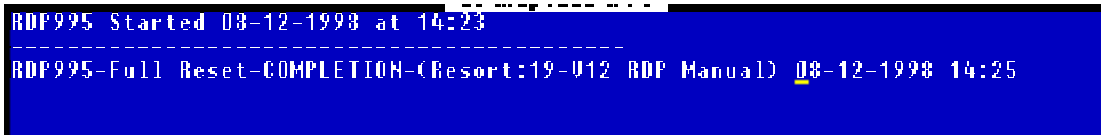
Run the "995" - "Reset Availability" program nightly in order to eliminate the possibility of double bookings and over-booked allocations. 995 is a utility which rebuilds the availability file and its *keys*. By rebuilding the file, 995 looks at each reservation, making sure that no corruption or availability problems exist.

☒ ***Only one user may be in the RDP system while running 995.***

To run the 995, choose the Reset Availability option from the Night Audit menu, the system displays the following screen:

* RESET AVAILABILITY/INVENTORY *
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP995 12.00 (00082)
F Full reset
Esc Return to Return to System Utilities Menu
Enter your selection

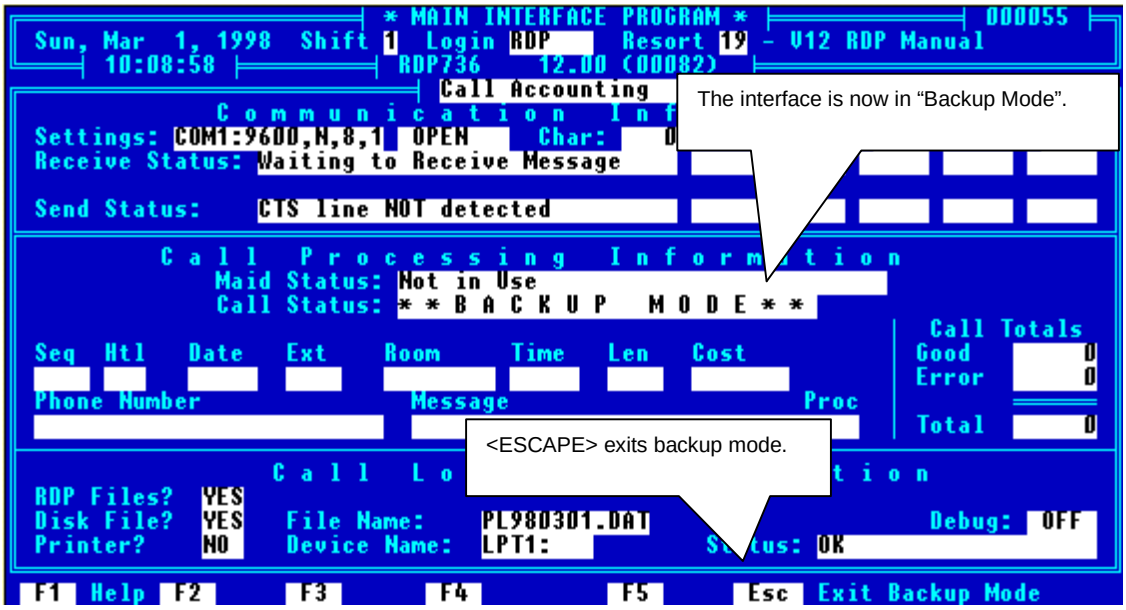
Choose option "F" for "Full reset", and choose a printer, the system rebuilds the availability file and prints any errors. If no errors are found, RDP prints a completion report similar to the following:



☒ ***Contact RDP Support if errors exist on the 995 printout.***

STEP 25 - TAKE INTERFACES OUT OF BACKUP MODE

The In-Room Movie interface and the Call Accounting interface will be in backup mode, displaying a screen similar to the following:


* MAIN INTERFACE PROGRAM *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:08:58 RDP736 12.00 (00082)
Call Accounting
Communication Inf
Settings: COM1:9600,N,8,1 OPEN Char:
Receive Status: Waiting to Receive Message
Send Status: CTS line NOT detected
Call Processing Information
Maid Status: Not in Use
Call Status: * * B A C K U P M O D E * *
Call Totals
Good 0
Error 0
Total 0
Seq Htl Date Ext Room Time Len Cost
Phone Number Message Proc
RDP Files? YES
Disk File? YES File Name: PL98D3D1.DAT Debug: OFF
Printer? NO Device Name: LPT1:
F1 Help F2 F3 F4 F5 Esc Exit Backup Mode
The interface is now in “Backup Mode”.
<ESCAPE> exits backup mode.

Press <ESCAPE> once to exit backup mode, and use option 1 to Receive Messages. For Point-of-Sale interfaces, login to RDP and highlight option 18 for the POS interface, and choose the appropriate vendor.

STEP 26 - RUN MISCELLANEOUS REPORTS

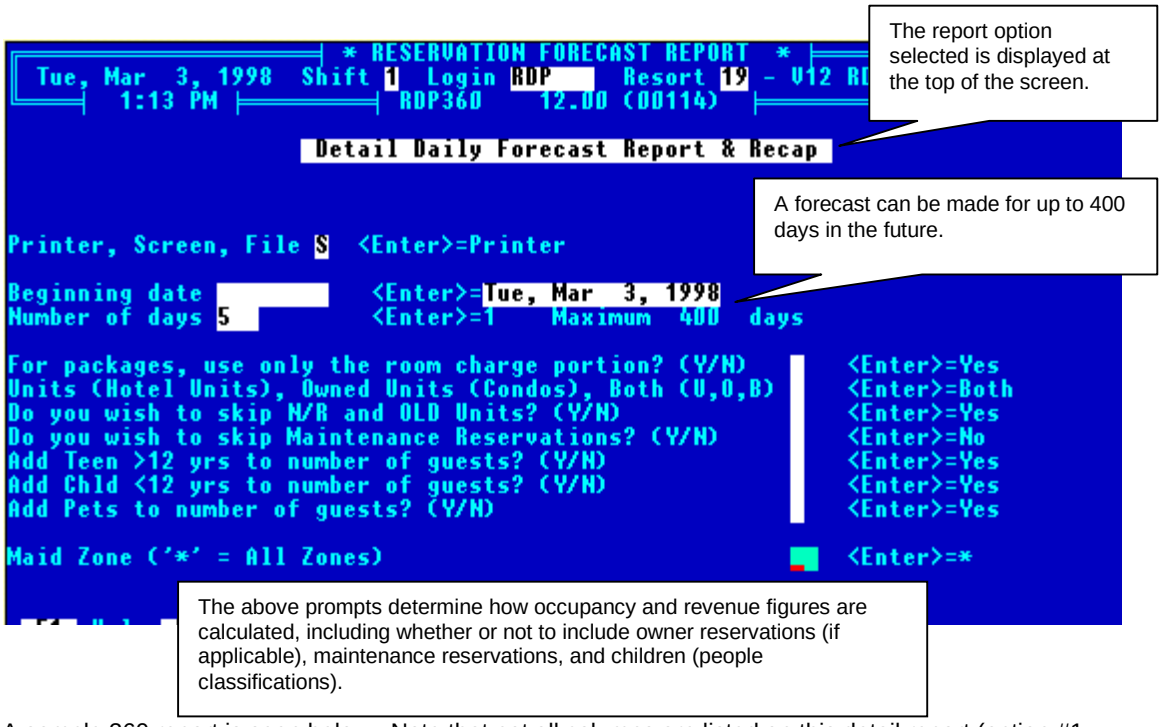
At this point in the audit, run any miscellaneous reports needed at the property, including arrival reports, departure reports, telephone operator’s lists, and any necessary statistical reports. All reports are located in their respective menus off of the Reservations, Front Desk, and Night Audit menus. Statistical reports are located in menu “4” - “Statistics”, and are described in detail in the ***Statistics*** chapter.

Another report that is often run as part of the night audit process is the "360" - "Occupancy Forecast" on the Night Audit Reports menu. The 360 is used to forecast occupancy as well as staffing levels in all departments. The 360 has several options, including:

* RESERVATION FORECAST REPORT *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:09 PM RDP360 12.00 (00114)
1 Detail Daily Forecast Report & Recap
2 Totals Only - Non Group & Group
3 Totals Only - All Reservation Types
4 Totals Only - 2 Lines (Combines options 2 & 3)
5 Recap Only
Esc Return to Night Audit Reports Menu
Choose option

The report options 1 - 5 above describe the options available for the 360 report. The detail report displays detail and totals for group, non-group, maintenance, and owner (if applicable) reservations. Where options 2 - 4 display "totals only" in different formats. Option 5 is a recap mode. RDP recommends running the report in its various formats in order to find the option most suitable for your specific property.

After selecting a reporting option, various prompts display in order to calculate occupancy and revenue.



The report option selected is displayed at the top of the screen.

A forecast can be made for up to 400 days in the future.

The above prompts determine how occupancy and revenue figures are calculated, including whether or not to include owner reservations (if applicable), maintenance reservations, and children (people classifications).

A sample 360 report is seen below. Note that not all columns are listed on this detail report (option #1 above).

ALL MAID ZONES Time: 13:20
Detail Daily Forecast Report & Recap
V12 RDP Manual

No Show Rms/Guests		Starting Rms/Guests		Departure Rms/Guests		Arrival Rms/Guests		Stayover Rms/Guests		Ending Rms/Guests		Projected Revenue
14	33	7						9		18	42	1788.00
0	0	0						0		0	0	0.00
25	40	4						0		25	40	2080.00
0	0	2						0		0	0	0.00
1	0	2						0		1	0	0.00
0	0	2						0		0	0	0.00
40	73	11	24	7	15	0	0	4	9	43	82	3868.00
40	73	17	33	13	24	0	0	4	9	44	82	3868.00

The number of ending rooms can be used to staff all departments. The rows represent totals by reservation type, grand totals are below the double dashed lines.

A recap is also included in the 360 report.

Ending Rms	Guests	Projected Revenue	Avg Rate Per Room	Total Rooms	Occup %
18	42	1788.00	99.33		9.0
0	0	0.00	0.00		0.0
25	40	2080.00	83.20		12.6
0	0	0.00	0.00		0.0
1	0	0.00	0.00		0.5
0	0	0.00	0.00		0.0
43	82	3868.00	89.95	199	21.6
44	82	3868.00	87.91	200	22.0

WARNING: No Show revenue is included in the revenue totals seen above.

STEP 27 - PRINT REGISTRATION CARDS

If the property prints registration cards prior to arrival, use option “770” - “Registration Cards by In-Date” from the Front Desk Reports menu. This option prompts for an arrival date and prints a registration card for each reservation.

GROUPS & CONFERENCES

OVERVIEW

This chapter covers the use of groups in the RDP system. A group can be a batch of six reservations for a small family reunion, or 150 rooms for a convention. This section covers the process of making group reservations, including:

Defining a Group
Group Switches
Small Group Reservations (Less than 10)
Defining Group Masters
Group Reservations
Rooming Lists and Assigning Unit Numbers
Group Confirmations
Group Check-In and Checkout
Changing Group Member Reservations After Checkout
Group Leader Folios
Company Reservations
Group Masters as Billing Entities
Group Reports

WHAT IS A GROUP?

A group can be a batch of reservations for a bus tour, a company which sends individuals to the property over a period of time, or an account used strictly for billing purposes - such as catering and meeting functions. Each of these scenarios has different requirements within RDP. The first step in choosing the correct process is to realize the different scenarios.

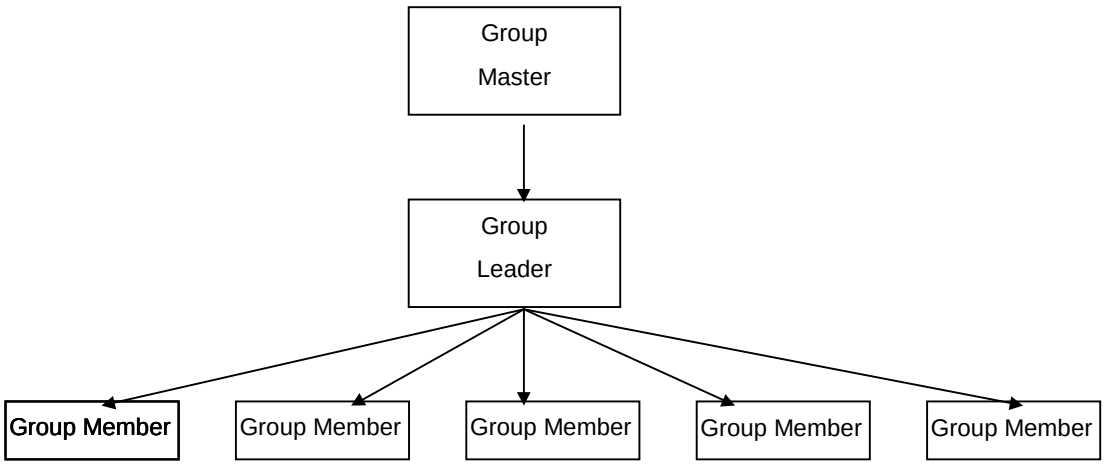
Within RDP, there is a hierarchy for group billing:

1. The Group Master - Needed for any city ledger account (a company), any group that needs a room block, any group whose reservations will be made in a batch with RDP102 - Group - New Reservations, or any group which requires statistical tracking.

2. Group Leader - A critical component of a “true group”, i.e. - a family reunion or bus tour. The group leader reservation allows group check-in, group checkout, printing a group folio prior to checkout, and true tracking of advance deposits.

3. Group Member - A group member is a reservation that is part of a batch but not the group leader. The transactions on a group member may be billed to the group master, group leader, or paid individually.

The chart on the following page illustrates the “group hierarchy”:



Group pay codes are assigned to each level of the hierarchy. If there is a group master and a group leader on a reservation, RDP first looks to the master for payment. If it can bill the master, the process stops. If the system finds the pay code "IP" - "Individual Pays", it looks to the leader reservation and does the same check. If it again finds the IP code, the system bills the group member for the charge.

Group Master vs. Group Leader

Determining when to use group masters, group leaders, both or neither is a critical step in the reservation process. Billing, confirmations, group display, and many other features are dependent upon this set-up.

Following are guidelines to help determine if a group master, group leader, both, or neither is needed for a group or batch of reservations. Place a check mark next to the items that pertain to this group.

- If you check features from just the group master list, use only a group master for the reservation.
- If you check features from just the group leader list, use only a group leader.
- If items are checked from both lists, use both a group master and a group leader.

Group Master Check List

Statistical information tracked and displayed by Module RC - Statistics	
Billing to be done at the B3 - Group Master Receivable level	
Make group reservations with RDP102	
Group allocation (room block) needed	
Special default rate plan and/or market code required	
Confirmation sent to a company/group mailing address on a regular basis	
Hide group master charges posted to individuals but billed to the master	

Group Leader Check List

Group Check-in	
Group Checkout	
Group Cancel	
Display reservations together on group display screen	
Sharewith reservations	
Reserve additional rooms (duplicating reservations and comments)	
Automatic billing of charges from group members to group leader at checkout	
Detail billing of charges with 6 different methods of printing	

SYSTEM SWITCHES AND GROUPS

Several switches pertain to groups and the way they are handled, including:

System Switches - Option 219

** CHANGE SYSTEM SWITCHES - MENU OPTION 219 ** 000055
Thu, Mar 5, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:01 PM RDP104 11.03 (00005)
HSKPG Daily maid service (Yes/No/Prompt) (1) YES
GROUP Default grp master billing control to Property or Central (2) PROP
CHECK-OUT Mark room dirty at check-out (3) YES
AUDIT Global post zero room charges (4) YES
CHECK-IN Allow check-in of pre-deduct res. with balance due (5) YES
CHANGE Allow override of 'Last Changed By Date' (6) NO
FOLIO Print running balance on folio (7) YES
NEW RES Require input of 'Entered by' field (8) NO
GROUP Add all guests to guest history during group check-out (9) NO
AUDIT Mark zero room charges 'No Print' with RDP212 (10) YES
CHANGE Prompt for 'Print confirmation' on changes (11) NO
14x/17x Prompt for 'Property Code' (12) NO
GROUP Allow RDP102 group reservations without a group leader (13) NO
CANCEL Transfer ALL canceled reservations to non-active history (14) NO
FOLIO Merge pre-deduct commission and adv. deposits on folio (15) YES
MASTERS Prompt for transaction posting date for masters (16) YES
YLD MGMT Display REASON instead of RATE on Yield Mgmt. screen (17) YES
File, Exit, Switch number

Property Codes – Switch 219-12

Switch #12 - Prompt for 'Property Code', refers to the 140 and 170 programs which display group blocks/availability:

YES	The inventory displays/printouts will prompt for the property code prior to display. This feature can be useful with a large number of unit types that require differentiation.
NO	No prompt for property code.

Groups Without a Leader – Switch 219-13

Switch #13 - Allow RDP102 group reservations without a group leader, can permit reservations to be made using option 102 without a group leader.

YES	Reservations for a group may be made with option 102 on the Reservations Menu without a group leader. If there is not a group leader, all group functions are deactivated, including group check-in, group checkout, group leader folios, etc.
NO	A group leader is required for group reservations. *This is the default setting.* The group leader and group master concepts are critical to system operation and must be reviewed prior to changing the switch.

Posting to Masters- Switch 219-16

Switch #16 - Prompt for transaction posting date for masters, allows charges to be posted to group masters with a date other than the current date.

YES	When posting charges directly to masters such as groups, the system prompts for a posting date. Any date after the last statement marker for each master may be used. *This is the default setting.*
NO	The posting date defaults to the current system date.

System Switches - Option 319

** CHANGE SYSTEM SWITCHES - MENU OPTION 319 **
000055
Thu, Mar 5, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:03 PM RDP104 11.03 (00005)
GROUP Show assigned rate plan only for groups with allocation (1) NO
CHECK-IN Prompt for credit card (2) NO
MULTIPLE Allow Multiple folio reservations (3) NO
CHECK-IN Always mark folios as 'Allow Move = No' (4) NO
FOLIO Print zero balance folios on group leader folio (5) NO
FOLIO Print group leader charges on individual folio (6) NO
GST HIST Update guest history comments on new reservation (7) YES
GST HIST Update guest history comments during check-out (8) YES
OWNER Calculate rates for Owner reservation (9) NO
OWNER Calculate rates for Guest of owner reservation (10) NO
TCS Timeshare Module (R6) not installed (11) YES
TCS Timeshare Module (R6) not installed (12) NO
TCS Timeshare Module (R6) not installed (13) NO
TCS Timeshare Module (R6) not installed (14) NO
NEW RES Calculate rates for reservations in unit type 'N/R' (15) NO
143/173 Symbol for zero availability (16)
173 Use 14 inch wide paper in condensed print (17 pitch) (17) NO
File, Exit, Switch number

Room Blocks – Switch 319-1

Switch #1 - Show assigned rate plan only for group masters with allocation, can display only the rate plan assigned to a group with a room block. The switch only applies if the yield management and enhanced group modules are installed.

YES	When making reservations for a group master with a room block, only the rate plan on the group master record is displayed, simplifying the group reservation process for the reservationist.
NO	All rate plans will be displayed when making reservations for a group with an allocation, starting with the rate plan assigned to the group master record.

Multiple Folios – Switch 319-3

Switch #3 - Allow Multiple folio reservations, allows the old style (Version 9) sharewiths.

YES	"M" type reservations may be made in the system through option 100.
NO	"M" type reservations are not available. However, the Version 11 share-with feature is available and is the recommended procedure. *This is the default setting.*

Group Leader Foilios – Switch 319-5

Switch #5 - Print zero balance folios on leader folio, prevents the group leader folio from being cluttered by reservations that have zero balances.

YES	Zero balance group member folios appear on the leader bill.
NO	Zero balance folios do NOT appear on the leader bill. *This is the default setting.*

Group Member Folios – Switch 319-6

Switch #6 - Print group leader charges on individual folio, can prevent transactions that a group member is not responsible for from appearing on their folio.

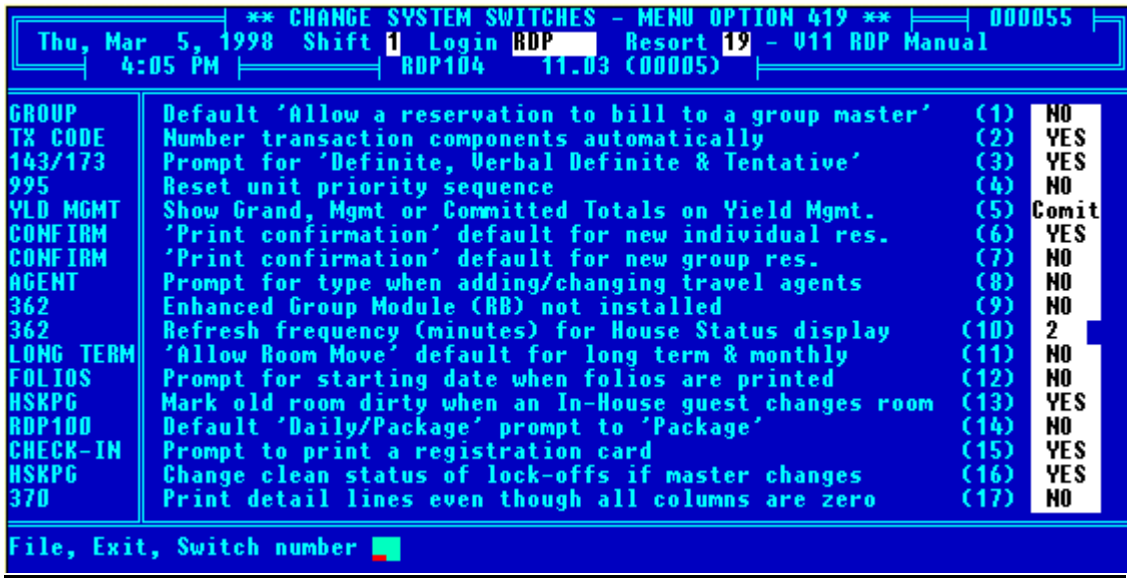
YES	Transactions on a group member folio that are marked as group leader pays will print on the member's folio even though the group leader is paying for them.
NO	Transactions on a group member's folio that are marked as group leader pays will not print on the member's folio. *This is the default setting.*

Printing Report 173 – Switch 319-17

Switch #17 - Use 14-inch wide paper in condensed print (17 pitch), allows more columns to be printed on the 173 report.

YES	The system prints report 173 (availability forecast for group masters with room blocks) with more columns. The report must be printed on 14 inch wide paper in a wide carriage printer with the printer set to compressed print.
NO	The report will continue to print fewer columns and fit on 8 1/2 X 11 inch paper in compressed mode (162 columns). *This is the default setting.*

System Switches - Option 419


** CHANGE SYSTEM SWITCHES - MENU OPTION 419 **
000055
Thu, Mar 5, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:05 PM RDP104 11.03 (00005)
GROUP
TX CODE
143/173
995
YLD MGMT
CONFIRM
CONFIRM
AGENT
362
362
LONG TERM
FOLIOS
HSKPG
RDP100
CHECK-IN
HSKPG
370
Default 'Allow a reservation to bill to a group master' (1) NO
Number transaction components automatically (2) YES
Prompt for 'Definite, Verbal Definite & Tentative' (3) YES
Reset unit priority sequence (4) NO
Show Grand, Mgmt or Committed Totals on Yield Mgmt. (5) Comit
'Print confirmation' default for new individual res. (6) YES
'Print confirmation' default for new group res. (7) NO
Prompt for type when adding/changing travel agents (8) NO
Enhanced Group Module (RB) not installed (9) NO
Refresh frequency (minutes) for House Status display (10) 2
'Allow Room Move' default for long term & monthly (11) NO
Prompt for starting date when folios are printed (12) NO
Mark old room dirty when an In-House guest changes room (13) YES
Default 'Daily/Package' prompt to 'Package' (14) NO
Prompt to print a registration card (15) YES
Change clean status of lock-offs if master changes (16) YES
Print detail lines even though all columns are zero (17) NO
File, Exit, Switch number

Billing to Group Masters – Switch 419-1

Switch #1 - Default for 'Allow a reservation to bill a group master', can prevent charges on reservations from being transferred to group masters.

YES	Field #22 on the group master screen (the "Allow Reservations to Bill this Group Master" prompt) defaults to Yes, allowing charges to be billed. The default can be overridden by entering a No.
NO	Field #22 on the group master screen will default to No thereby creating a "non-billing" group master. This default can be overridden manually by entering Yes.

Definite/Tentative Group Blocks – Switch 419-3

Switch #3 - Prompt for "Definite, Verbal Definite, and Tentative", in 14x/17x allows group block reports to be run by type of block (tentative or definite)

YES	The 14x and 17x availability reports can prompt for property code (see switch #219-12). If switches #219-12 and #419-3 are both set to Yes, the system will prompt for group block type when running these reports. In this scenario, possible choices are T = Tentative Group Block, V = Verbal Group Block, and D = Definite Group Block.
NO	The system will not prompt for group block type. It may prompt for property code depending on the setting of switch #219-12.

Management Totals – Switch 419-5

Switch #5 - Show Grand, Mgmt, or Committed Totals on Yield Management, applies to any customer using the yield management screen and group blocks.

GRAND	Availability includes the entire number of rooms left to sell at the property, including those in group blocks.
MGMT	Availability includes only the number of rooms management has left to sell.
COMIT	Availability includes the number of rooms management has left to sell and *all* rooms committed through group blocks.

Print Confirmations (Group Members) – Switch 419-7

Switch #7 - 'Print confirmation' default for new group reservations (RDP102)

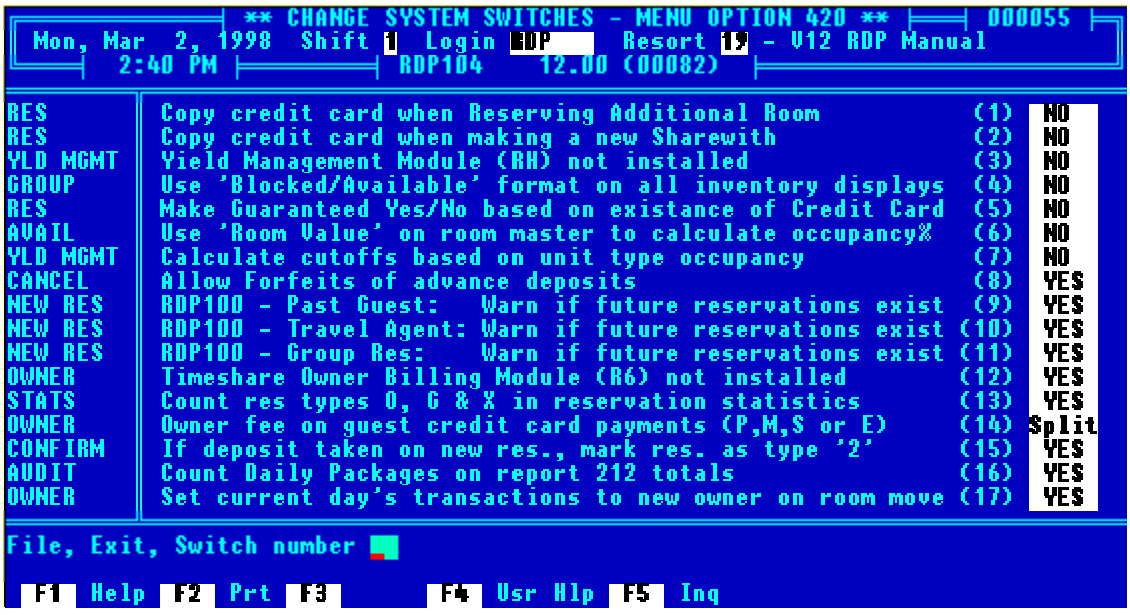
YES	The Print Confirmation field on each new group reservation will default to YES.
NO	The Print Confirmation field on each new group reservation made in option 102 defaults to NO. Since option 102 does not allow for individual addresses on group members, this switch is usually set to NO.

House Status Screen – Switch 419-9

Switch #9 - Display group blocks on In-House Status Screen (RDP362) can prevent group blocks from appearing on the same house status screen.

YES	Group block information will display in 362.
NO	No group information displays, only totals.

System Switches - Option 420


** CHANGE SYSTEM SWITCHES - MENU OPTION 420 ** 000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:40 PM RDP104 12.00 (00082)
RES Copy credit card when Reserving Additional Room (1) NO
RES Copy credit card when making a new Sharewith (2) NO
YLD MGMT Yield Management Module (RM) not installed (3) NO
GROUP Use 'Blocked/Available' format on all inventory displays (4) NO
RES Make Guaranteed Yes/No based on existance of Credit Card (5) NO
AVAIL Use 'Room Value' on room master to calculate occupancy% (6) NO
YLD MGMT Calculate cutoffs based on unit type occupancy (7) NO
CANCEL Allow Forfeits of advance deposits (8) YES
NEW RES RDP100 - Past Guest: Warn if future reservations exist (9) YES
NEW RES RDP100 - Travel Agent: Warn if future reservations exist (10) YES
NEW RES RDP100 - Group Res: Warn if future reservations exist (11) YES
OWNER Timeshare Owner Billing Module (R6) not installed (12) YES
STATS Count res types O, G & X in reservation statistics (13) YES
OWNER Owner fee on guest credit card payments (P,M,$ or E) (14) $plit
CONFIRM If deposit taken on new res., mark res. as type '2' (15) YES
AUDIT Count Daily Packages on report 212 totals (16) YES
OWNER Set current day's transactions to new owner on room move (17) YES
File, Exit, Switch number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Blocked/Available Format – Switch 420-4

Switch #420-4, Use Blocked/Available format on all inventory displays, controls whether the system displays only the number of rooms left to sell *or* the total number of rooms/number of rooms left to sell.

YES	The system displays the total number of rooms in a type/the number left to sell, i.e. - 22/15, where the 22 is the number of rooms at the property and the 15 is the number left to sell.
NO	The system only displays the number of rooms left to sell, i.e. - 15.

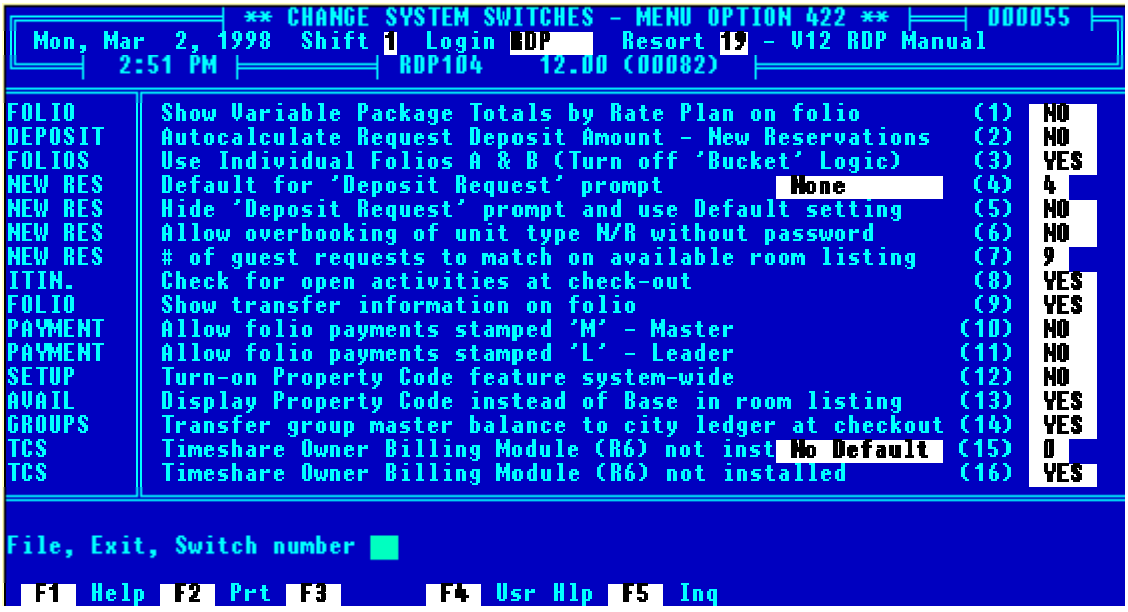
Warn if Future Reservations Exist - Switch 420-11

Switch #420-11 controls whether or not the system warns the reservationist of future group reservations for a specific group master. For example, with switch #420-11 set to YES, the system displays the following prompt as part of the reservation process.

Remarks-1 (19) Direct Bill
Tax Code (38) TA
Remarks-2 (20)
Remarks-3 (21)
This group has future reservations. View now? (Y/N)
<Enter> = No
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

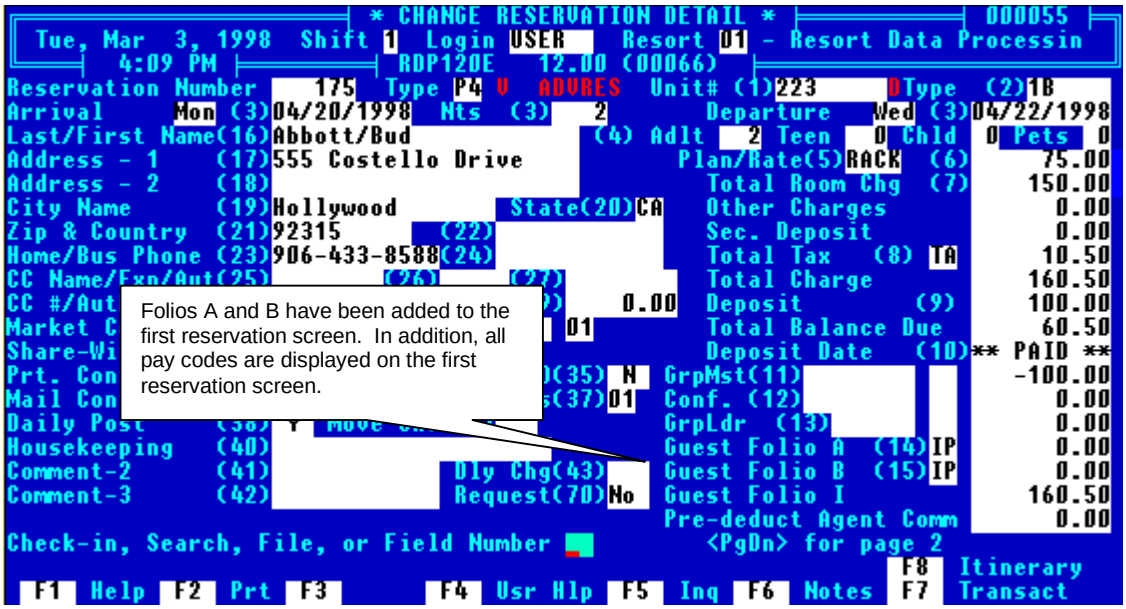
YES	The above prompt displays as part of the reservation process
NO	The above prompt does NOT display.

System Switches - Option 422


** CHANGE SYSTEM SWITCHES - MENU OPTION 422 ** 000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:51 PM RDP104 12.00 (00082)
FOLIO Show Variable Package Totals by Rate Plan on folio (1) NO
DEPOSIT Autocalculate Request Deposit Amount - New Reservations (2) NO
FOLIOS Use Individual Folios A & B (Turn off 'Bucket' Logic) (3) YES
NEW RES Default for 'Deposit Request' prompt None (4) 4
NEW RES Hide 'Deposit Request' prompt and use Default setting (5) NO
NEW RES Allow overbooking of unit type N/R without password (6) NO
NEW RES # of guest requests to match on available room listing (7) 9
ITIN. Check for open activities at check-out (8) YES
FOLIO Show transfer information on folio (9) YES
PAYMENT Allow folio payments stamped 'M' - Master (10) NO
PAYMENT Allow folio payments stamped 'L' - Leader (11) NO
SETUP Turn-on Property Code feature system-wide (12) NO
AVAIL Display Property Code instead of Base in room listing (13) YES
GROUPS Transfer group master balance to city ledger at checkout (14) YES
TCS Timeshare Owner Billing Module (R6) not inst No Default (15) 0
TCS Timeshare Owner Billing Module (R6) not installed (16) YES
File, Exit, Switch number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Turn off Bucket Logic - Switch 422-3

Two additional individual folios have been added to the Version 12 system. These folios are designated as "A" and "B" and are displayed on the first reservation screen.


* CHANGE RESERVATION DETAIL *
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
4:09 PM RDP120E 12.00 (00066)
Reservation Number 175 Type P4 V ADVRES Unit# (1)223 DType (2)1B
Arrival Mon (3)04/20/1998 Nts (3) 2 Departure Wed (3)04/22/1998
Last/First Name(16)Abbott/Bud (4) Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 (17)555 Costello Drive Plan/Rate(5)RACK (6) 75.00
Address - 2 (18) Total Room Chg (7) 150.00
City Name (19)Hollywood State(20)CA Other Charges 0.00
Zip & Country (21)92315 (22) Sec. Deposit 0.00
Home/Bus Phone (23)906-433-8588(24) Total Tax (8) TA 10.50
Total Charge 160.50
Deposit (9) 100.00
Total Balance Due 60.50
Deposit Date (10)** PAID **
-100.00
GrpMst(11)
Conf. (12) 0.00
GrpLdr (13) 0.00
Guest Folio A (14)IP 0.00
Guest Folio B (15)IP 0.00
Guest Folio I 160.50
Pre-deduct Agent Comm 0.00
Folios A and B have been added to the first reservation screen. In addition, all pay codes are displayed on the first reservation screen.
Housekeeping (40)
Comment-2 (41) Dly Chg(43)
Comment-3 (42) Request(70)No
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Itinerary F7 Transact

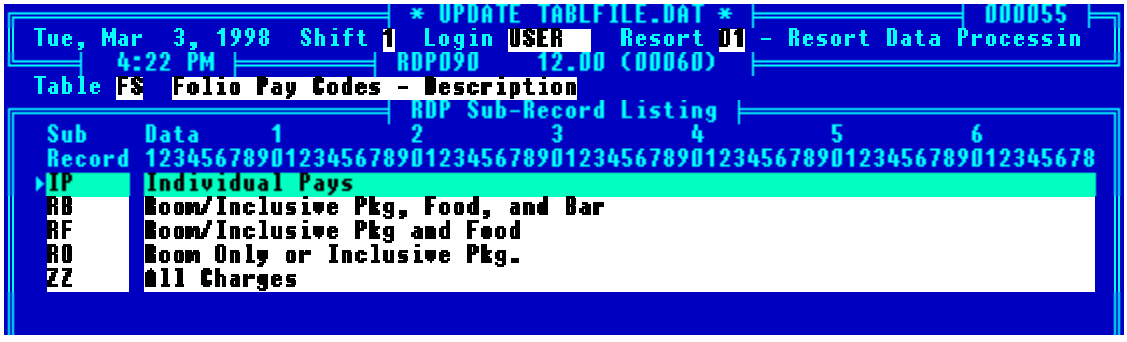
Folios "A" and "B" are useful for guests who request separate folios for incidentals and room charges. For example, the business traveler who pays for room charges with a corporate credit card and incidentals with a personal card. With group pay codes, charges can automatically be transferred to specific folios. In addition, separate folios may be printed, one with only room charges, and one with incidentals. Up to three individual folios may be defined per reservation, i.e. - one for phone calls, one for room charges, and one for all other incidentals.

Group Pay Codes No Longer Dependent Upon Reservation "Buckets"

With Version 12, it is possible to deactivate all "bucket" logic for group pay codes by setting switch #422-3 to YES. With a YES setting, the system uses two new tables, FS and FT, for adding and displaying group pay codes (as opposed to the C7 table in prior RDP versions).

Table FS

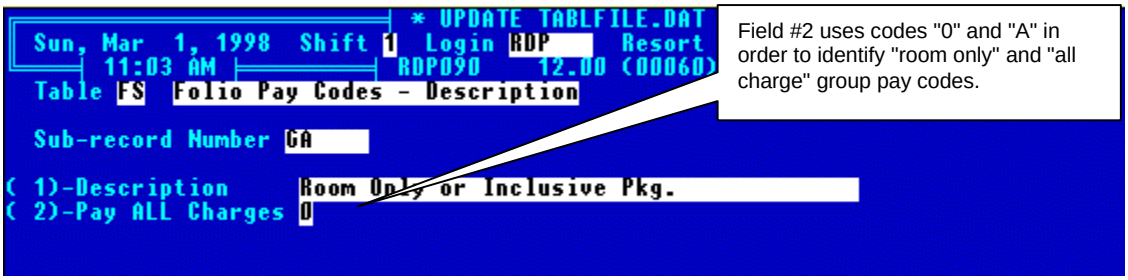
The FS table contains valid group pay codes along with a description. The code is limited to two characters. A sample FS table follows.


* UPDATE TABLFILE.DAT *
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
4:22 PM RDP090 12.00 (00060)
Table FS Folio Pay Codes - Description
RDP Sub-Record Listing
Sub Record Data 1 2 3 4 5 6
12345678901234567890123456789012345678901234567890123456789012345678
IP Individual Pays
RB Room/Inclusive Pkg, Food, and Bar
RF Room/Inclusive Pkg and Food
RO Room Only or Inclusive Pkg.
ZZ All Charges

As the above descriptions suggest, pay codes can now be defined for specific scenarios. For example, one group may pay for room and food, another for room, food, and bar, and another all charges.

The pay codes "IP" and "ZZ" are hard-coded in the RDP system to represent "Individual Pays" (IP) and "Group Pays All Charges" (ZZ). These codes do NOT need to be defined in table FT.

In order to simplify conversions to Version 12 for existing customers, the FS table includes field #2, Pay ALL Charges, seen below. Field #2 allows codes to be created for paying all charges or only room charges, similar to RDP's standard "GA" and "GB" codes, used extensively in previous software versions.


* UPDATE TABLFILE.DAT
Sun, Mar 1, 1998 Shift 1 Login RDP Resort
11:03 AM RDP090 12.00 (00060)
Table FS Folio Pay Codes - Description
Sub-record Number GA
(1)-Description Room Only or Inclusive Pkg.
(2)-Pay ALL Charges 0
Field #2 uses codes "0" and "A" in order to identify "room only" and "all charge" group pay codes.

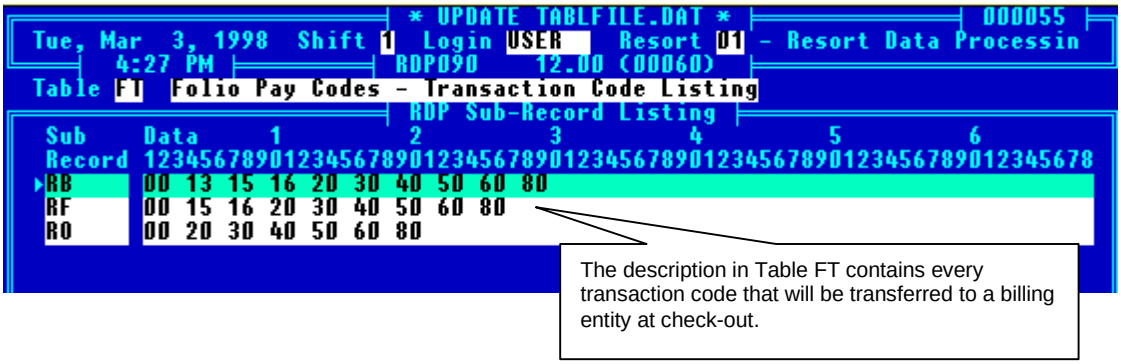
Use the following codes in field #2 to indicate which charges are paid by the billing entity.

0 (Zero)	A zero in field #2 indicates the billing entity pays for all charges accruing to bucket zero (room charges).
A	The letter "A" in field #2 indicates the billing entity pays for all charges.

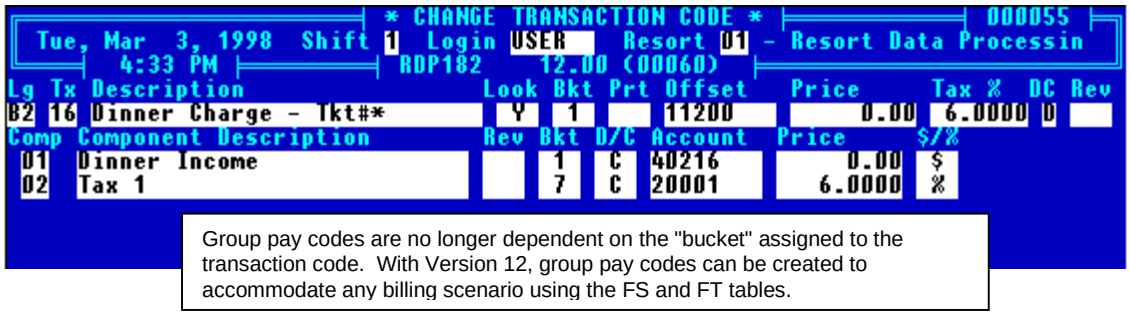
If a pay code has an entry in field #2 it does not need to be defined in the FT table.

Table FT

The FT table contains a sub-record for each pay code defined in table FS. In the example above, the FT table contains sub-records RB, RF, and RO (Codes IP and ZZ are hard coded standard in the RDP system). A sample FT table follows.


* UPDATE TABLFILE.DAT *
000055
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
4:27 PM RDP090 12.00 (00060)
Table FT Folio Pay Codes - Transaction Code Listing
RDP Sub-Record Listing
Sub Record
Data 1 2 3 4 5 6
12345678901234567890123456789012345678901234567890123456789012345678
RB 00 13 15 16 20 30 40 50 60 80
RF 00 15 16 20 30 40 50 60 80
RO 00 20 30 40 50 60 80
The description in Table FT contains every transaction code that will be transferred to a billing entity at check-out.

In the table listed above, the pay code "RB" denotes a billing entity paying for room (or applicable packages), food, and bar charges. The transaction codes that will transfer automatically to the billing entity at checkout are 00, 13, 15, 16, 20, 30, 40, 50, 60, and 80. For example, transaction code 16 is for all dinner charges, defined with option "182" - "Update Transaction Codes".

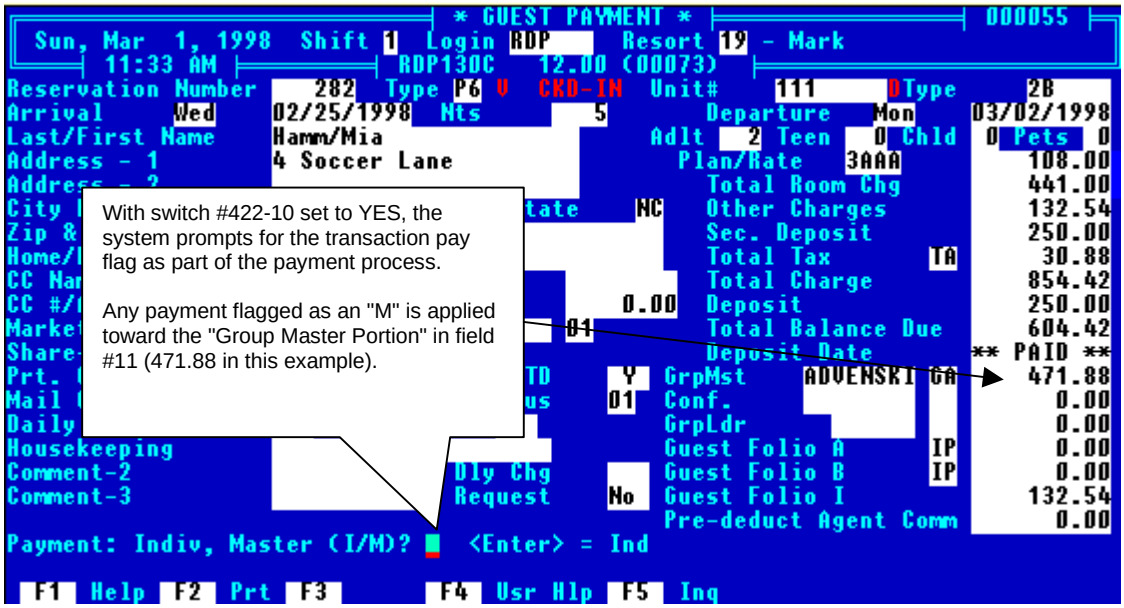

* CHANGE TRANSACTION CODE *
000055
Tue, Mar 3, 1998 Shift 1 Login USER Resort 01 - Resort Data Processin
4:33 PM RDP182 12.00 (00060)
Lg Tx Description Look Bkt Prt Offset Price Tax % DC Rev
B2 16 Dinner Charge - Tkt#* Y 1 11200 0.00 6.0000 D
Comp Component Description Rev Bkt D/C Account Price $/%
01 Dinner Income 1 C 40216 0.00 $
02 Tax 1 7 C 20001 6.0000 %
Group pay codes are no longer dependent on the "bucket" assigned to the transaction code. With Version 12, group pay codes can be created to accommodate any billing scenario using the FS and FT tables.

Allow Folio Payments Marked "M" and/or "L" - Switches 422-10 and 422-11

Two new switches exist in RDP Version 12, #422-10 and #422-11. These switches control whether or not payments can be flagged as "M" for Master or "L" for Leader. In the past, all payments posted to a reservation were automatically flagged as "I" for Individual.

This new feature may be used for properties that deal extensively with wholesalers. Many times, the wholesaler pays for a reservation in advance. With the wholesaler defined as a group master and the proper pay code assigned to the reservation, all room charges can be flagged as "M" for Master. In the wholesaler scenario described above, the payment from the wholesaler can be applied directly to the reservation. This procedure increments the advance deposit ledger and creates the appropriate "Group Master" balance.

With switch #422-10 set to YES, the system adds the following prompt when a payment is posted to a reservation assigned to a group master.

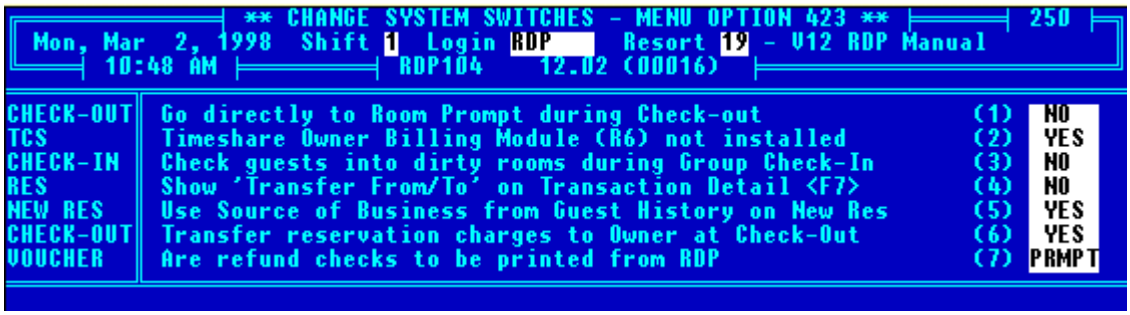

* GUEST PAYMENT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
11:33 AM RDP130C 12.00 (00073)
Reservation Number 282 Type P6 V CKD-IN Unit# 111 DType 2B
Arrival Wed 02/25/1998 Nts 5 Departure Mon 03/02/1998
Last/First Name Hamm/Mia Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 4 Soccer Lane Plan/Rate 3AAA 108.00
Total Room Chg 441.00
Other Charges 132.54
Sec. Deposit 250.00
Total Tax TA 30.88
Total Charge 854.42
Deposit 250.00
Total Balance Due 604.42
Deposit Date ** PAID **
GrpMst ADVENSKI GA 471.88
Conf. 0.00
GrpLdr 0.00
Guest Folio A IP 0.00
Guest Folio B IP 0.00
Guest Folio I 132.54
Pre-deduct Agent Comm 0.00
With switch #422-10 set to YES, the system prompts for the transaction pay flag as part of the payment process.
Any payment flagged as an "M" is applied toward the "Group Master Portion" in field #11 (471.88 in this example).
Payment: Indiv, Master (I/M)? <Enter> = Ind
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Transfer Group Portion at Checkout - Switch 422-14

Switch 422-14 controls whether or not group balances are transferred to masters at checkout. The default setting for switch #422-14 is YES. Only set switch #422-14 to NO if your property wants to review balances prior to transferring them manually using RDP131 power user options Q and R (Invoice Group Master/Leader)

YES	Master and Leader balances transfer automatically at checkout
NO	Master and Leader balances are only transferred using RDP131 power user options Q and R.

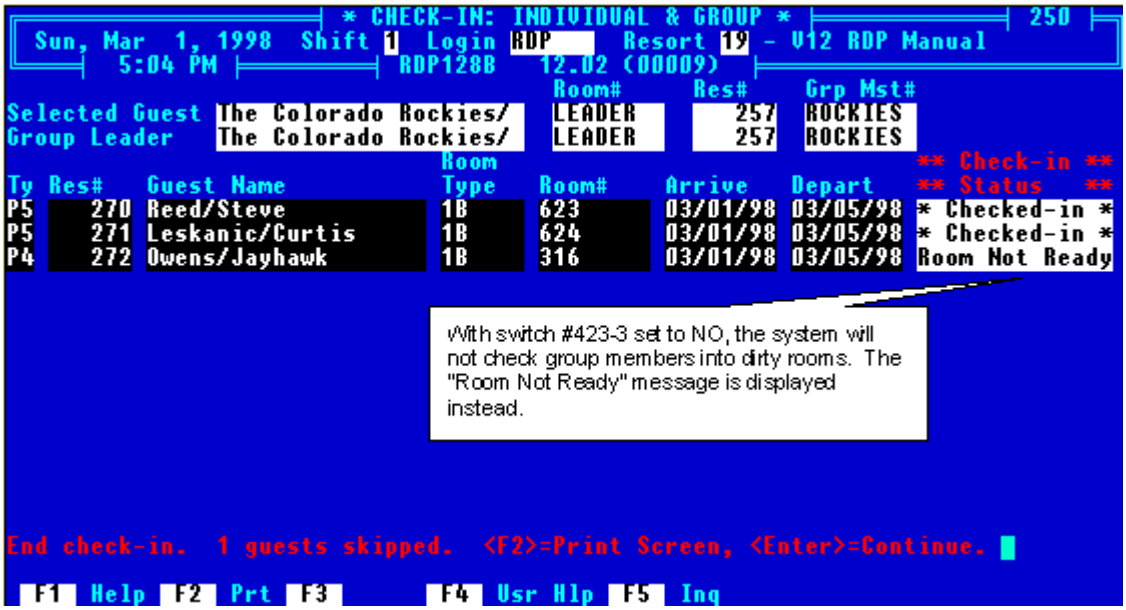
System Switches - Option 423


** CHANGE SYSTEM SWITCHES - MENU OPTION 423 **
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:48 AM RDP104 12.02 (00016)
CHECK-OUT Go directly to Room Prompt during Check-out (1) NO
TCS Timeshare Owner Billing Module (R6) not installed (2) YES
CHECK-IN Check guests into dirty rooms during Group Check-In (3) NO
RES Show 'Transfer From/To' on Transaction Detail <F7> (4) NO
NEW RES Use Source of Business from Guest History on New Res (5) YES
CHECK-OUT Transfer reservation charges to Owner at Check-Out (6) YES
VOUCHER Are refund checks to be printed from RDP (7) PRMPT

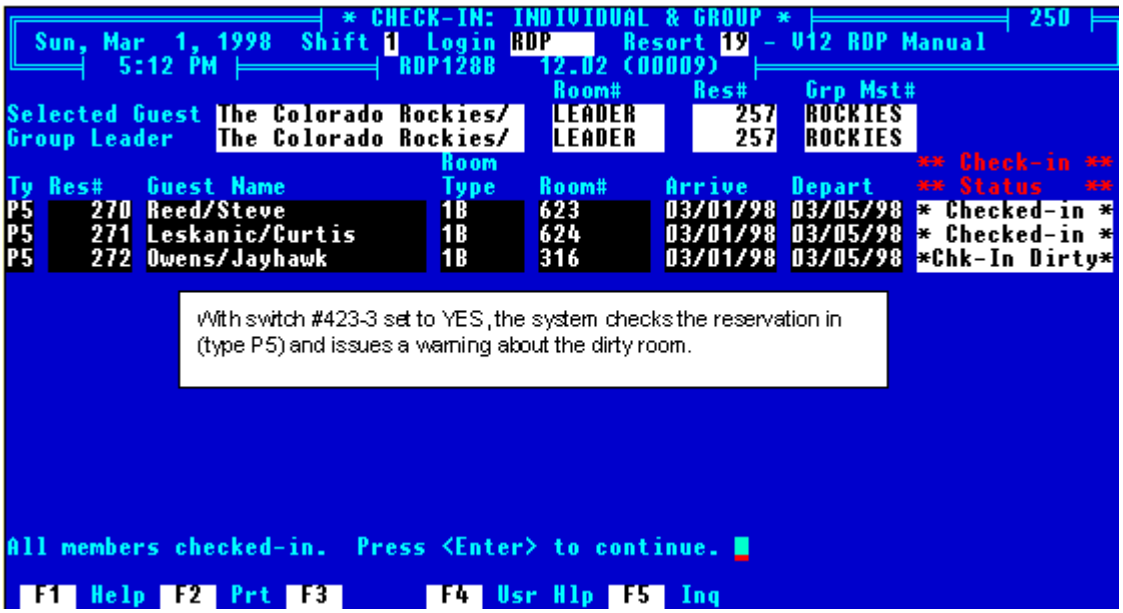
Check Guests into Dirty Rooms During Group Check-In - Switch 423-3

A new switch exists in Version12.02 for customers who do NOT use RDP's housekeeping features. The switch, #423-3 - Check Guests Into Dirty Rooms During Group Check-In, has a default of NO.

By changing switch #423-3 to YES, the system allows group members to be checked in to dirty rooms during the group check-in process. Normally, with switch #423-3 set to NO, the system issues the following warning if a group member is being checked in to a dirty room.


* CHECK-IN: INDIVIDUAL & GROUP *
250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
5:04 PM RDP128B 12.02 (00009)
Room# Res# Grp Mst#
Selected Guest The Colorado Rockies/ LEADER 257 ROCKIES
Group Leader The Colorado Rockies/ LEADER 257 ROCKIES
Ty Res# Guest Name Room Type Room# Arrive Depart ** Check-in ** ** Status **
P5 270 Reed/Steve 1B 623 03/01/98 03/05/98 * Checked-in *
P5 271 Leskanic/Curtis 1B 624 03/01/98 03/05/98 * Checked-in *
P4 272 Owens/Jayhawk 1B 316 03/01/98 03/05/98 Room Not Ready
With switch #423-3 set to NO, the system will not check group members into dirty rooms. The "Room Not Ready" message is displayed instead.
End check-in. 1 guests skipped. <F2>=Print Screen, <Enter>=Continue.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

However, with switch #423-3 set to YES, the system checks the group member into the dirty room and displays the following message.


* CHECK-IN: INDIVIDUAL & GROUP *
250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
5:12 PM RDP128B 12.02 (00009)
Room# Res# Grp Mst#
Selected Guest The Colorado Rockies/ LEADER 257 ROCKIES
Group Leader The Colorado Rockies/ LEADER 257 ROCKIES
** Check-in **
Ty Res# Guest Name Room Type Room# Arrive Depart ** Status **
P5 270 Reed/Steve 1B 623 03/01/98 03/05/98 * Checked-in *
P5 271 Leskanic/Curtis 1B 624 03/01/98 03/05/98 * Checked-in *
P5 272 Owens/Jayhawk 1B 316 03/01/98 03/05/98 *Chk-In Dirty*
With switch #423-3 set to YES, the system checks the reservation in (type P5) and issues a warning about the dirty room.
All members checked-in. Press <Enter> to continue.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

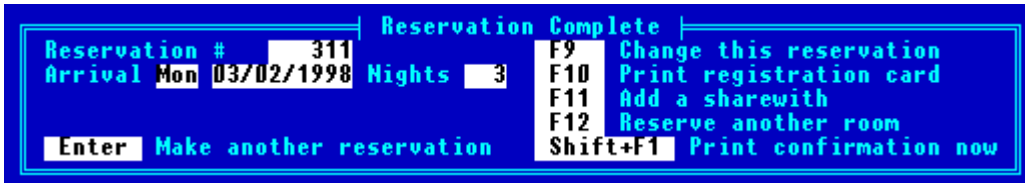
SMALL GROUP RESERVATIONS

"Small group reservations" refers to groups with less than ten rooms. In this scenario, setting up a group master, a room block, and a group leader would take longer than making a reservation in option 100 and adding additional rooms through the power user menu. As a general rule, groups with less than ten rooms do not need the group master, room block, and "dummy" group leader (Dummy group leaders are explained later in this chapter).

Steps for reserving additional rooms:

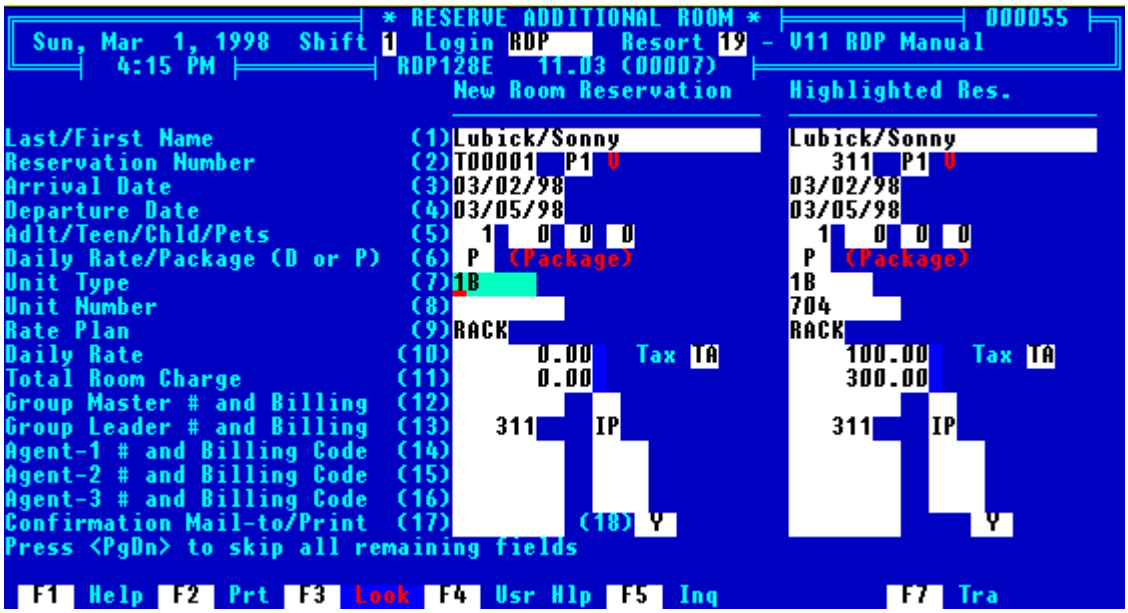
1. Make the first group reservation in option 100. Usually this will be for the person organizing the function - i.e. the group leader.

2. Upon completion of the reservation, the "Reservation Complete" box displays:



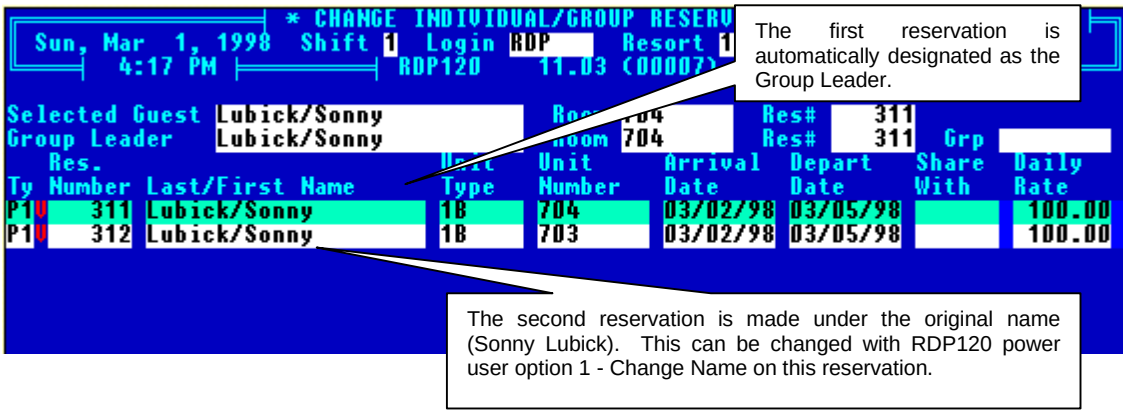
In order to quickly make another reservation, use the "<F12>" - "Reserve another room" function.

3. After choosing <F12>, the "Reserve Additional Room" screen displays:


* RESERVE ADDITIONAL ROOM *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:15 PM RDP128E 11.03 (00007)
New Room Reservation
Highlighted Res.
Last/First Name (1) Lubick/Sonny
Reservation Number (2) T00001 P1 V
Arrival Date (3) 03/02/98
Departure Date (4) 03/05/98
Adlt/Teen/Chld/Pets (5) 1 0 0 0
Daily Rate/Package (D or P) (6) P (Package)
Unit Type (7) 1B
Unit Number (8)
Rate Plan (9) RACK
Daily Rate (10) 0.00 Tax TA
Total Room Charge (11) 0.00
Group Master # and Billing (12)
Group Leader # and Billing (13) 311 IP
Agent-1 # and Billing Code (14)
Agent-2 # and Billing Code (15)
Agent-3 # and Billing Code (16)
Confirmation Mail-to/Print (17) (18) Y
Press <PgDn> to skip all remaining fields
Lubick/Sonny
311 P1 V
03/02/98
03/05/98
1 0 0 0
P (Package)
1B
704
RACK
100.00 Tax TA
300.00
311 IP
Y
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F7 Tra

Complete the reservation. Assign the correct unit type, room, and room rate. File the second reservation.

3. Once the second reservation has been filed, the “Change Individual/Group Reservations” screen appears:


* CHANGE INDIVIDUAL/GROUP RESERV
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 1
4:17 PM RDP120 11.03 (00007)
Selected Guest Lubick/Sonny Res# 311
Group Leader Lubick/Sonny Room 704 Res# 311 Grp
Res. Unit Unit Arrival Depart Share Daily
Ty Number Last/First Name Type Number Date Date With Rate
P1U 311 Lubick/Sonny 1B 704 03/02/98 03/05/98 100.00
P1U 312 Lubick/Sonny 1B 703 03/02/98 03/05/98 100.00
The first reservation is automatically designated as the Group Leader.
The second reservation is made under the original name (Sonny Lubick). This can be changed with RDP120 power user option 1 - Change Name on this reservation.

4. From the “Change Individual/Group Reservations” screen, the power user menu can be accessed using the <F3> key, where option “R” is “Reserve Additional Room”.

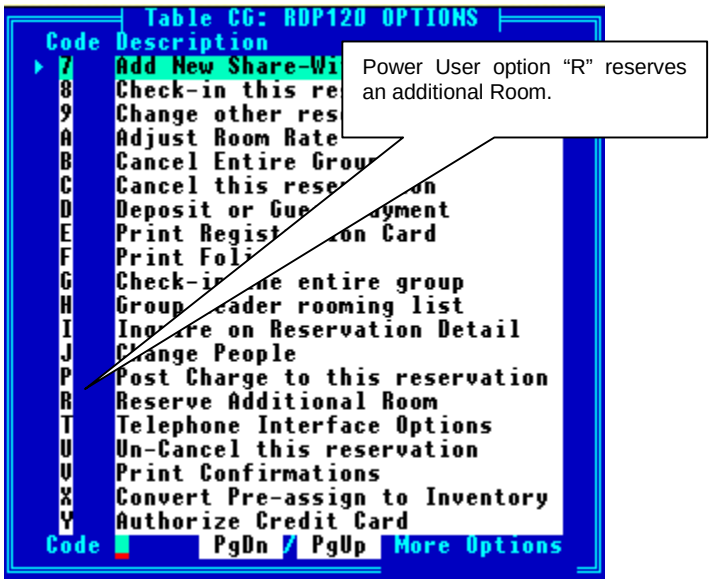


Table CG: RDP120 OPTIONS
Code Description
7 Add New Share-Wi
8 Check-in this re
9 Change other res
A Adjust Room Rate
B Cancel Entire Grou
C Cancel this rese on
D Deposit or Gue ayment
E Print Regist on Card
F Print Foli
G Check-i e entire group
H Group eader rooming list
I Ing re on Reservation Detail
J Change People
P Post Charge to this reservation
R Reserve Additional Room
T Telephone Interface Options
U Un-Cancel this reservation
V Print Confirmations
X Convert Pre-assign to Inventory
Y Authorize Credit Card
Code PgDn / PgUp More Options
Power User option “R” reserves an additional Room.

After selecting option “R”, the “Reserve Additional Room” screen displays, where another reservation can be quickly entered. Continue selecting option “R” from the power user menu until all reservations are complete.

DEFINING GROUP MASTERS

Adding a Group Master is necessary when:

1. An organization sends individuals to the property and needs a statement reflecting reservation activity and an amount due.

2. A group, such as a bus tour or a family reunion, needs a block of rooms.

3. An individual or organization has an “account” with the property.

A completed Group Master screen follows:

Add Group Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:25 PM RDP200 11.03 (00003)
Grp Master Number RAMS
Grp Mst Type (1) WB Group Master - A
Tent./Def. (2) D Definite Group
Grp Mst Name (3) COLORADO STATE UNIV.
Address - 1 (4) 2498 COLLEGE
Address - 2 (5)
City Name (6) FT. COLLINS
State (7) CO Zip (8) 80521
Country (9) USA
Contact Name (10) AL YATES
Phone-1 (11) 970/479-1209
Phone-2 (12) 970/491-7267
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) 10DC 10% Discount
Market Code (17) 05 Government - Group
Remarks-1 (18)
Remarks-2 (19)
E-Mail Address (20)
Entered By/Date RDP 03/01/98
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) Y
Print group charges on folio (31) N
One group leader only (32) N
Open Item (N)/Balance Fwd (Y) (33) N
Generate checks if Bal. Due (34) N
Allow guests to bill master (35) N
Billing Cntrl (36) P
Tax Code (37) TA
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transactions F8 Reservations

Group Master Number

The group master number is an alphanumeric eight-character field. Many properties use group name abbreviations for the group number. Throughout the system, name or number can access the group.

Use the <F3 - LOOK> key while adding new masters to the RDP system. A new master can be a group, travel agent, owner, credit card, past guest, or vendor. With the look capability active, it is possible to scan existing masters in order to eliminate duplicate entries.

If needed, it is possible to separate true groups from corporate or city ledger billing accounts by number. For example, all true groups can be alpha abbreviations while corporate/city ledger accounts are numeric (However, this numeric list is not automatically tracked by RDP). In this example, reports can be made to read only true groups or corporate accounts.

Group Master Type (Field #1)

The group master type is dependent upon whether a room block is needed for the group. Groups without room blocks are a type W, groups with a room block default to a type WB.

Tentative/Definite (#2)

Groups are classified into four categories, used for sorting reports:

Tentative	A tentative group is allowed to have a room block but no reservations may be made.
Definite Group - Verbal	The final stage before a group is set to definite. The system allows reservations to be made for Definite - Verbal groups.
Definite	As soon as a contract is signed, a group should be changed to Definite.
Canceled	Group is no longer booking rooms.

Name, Address, Contact, and Phone Numbers (#s 3 - 12)

Enter the group name and address information along with a contact and two phone numbers.

Arrival and Cut-Off Dates (#'s 13 & 14)

Enter the group's arrival date in field 13 and an allocation cut-off date in field 14. In the future, these fields will interface with the RDP995 program in order to release unused room allocations.

Payment Code (#15)

The group master payment code for all true groups (bus tours, weddings, family reunions, etc.) is IP, for Individual Pays. In order to take advantage of group check-in, group checkout, the ability to print a folio throughout the stay, true advance deposit tracking, and the six group leader folio formats, billing is done at the group leader level.

If the group master is a company which sends employees to the property over a period of time and wants a statement reflecting reservation activity and a balance due, enter the true group pay code, i.e. - group pays room & tax only.

Rate Plan (#16)

Enter the default rate plan for the group. If yield management is installed, use option 186 on the System Manager Menu to add new rate plans (i.e. - 20% Discount). This rate plan may be changed when making the reservation.

Market Code (#17)

Enter the default market code for the group. The market code transfers automatically to any reservations attached to the group master. To add or change market codes, use option 090 on the System Manager Menu and update table CF.

Remarks (#s 18 - 29)

The twelve remark fields can be customized to the property's needs. Common information tracked in these fields includes billing arrangements, alternate contacts, and number of rooms requested. The headings for these twelve fields can be changed to reflect the information entered.

Room Block (#30)

Field #30, Do you want a room block for this group?, determines whether the group has a room allocation. If the field is set to YES it is possible to create a room block in option "551" - "Group - Adjust Room Block". The group master type is also changed to "WB" with a YES answer.

Print Group Pay Charges on Guest Folio (#31)

Field #31, Print Group Pay Charges on Guest Folio controls which transactions are printed on the group member's folio.

YES	All charges are printed on the folio, regardless of the assigned pay code.
NO	The guest only sees those charges that he/she is responsible for.

One Group Leader (#32)

Field #32, Allow one group leader only, should be set to YES for one time only groups. If there is a possibility that the group will return, set field #32 to NO.

Open Item vs. Balance Forward (#33)

Field #33, Open Item (NO) Balance Forward (YES), refers to the type of statement the group receives. Only two types of group masters should receive statements:

- A company which sends employees to the property over a period of time
- An entity/individual with a "house account"

For the company, *Open Item statements* are suggested since they always display outstanding reservations. These "open items" will print on the statement until payment is received and applied against the reservation.

On the other hand, if an individual/entity has a "house account" for food and miscellaneous charges, define the group master to receive a *Balance Forward statement*, since the master will not have reservations. Balance Forward statements lump all past activity into one balance and carry that number forward to the next billing period. All detail is lost with the balance forward option. However, payments may be taken toward the total balance due, as opposed to offsetting payments against specific reservations.

Generate Checks (#34)

Field #34, Generate checks for balance due when statements are printed should be set to NO to avoid refunding any credit balances when balance forward statements are closed. Set this field to YES if a refund check should be generated upon closing balance forward statements.

Allow Reservations to Bill the Master (#35)

Field #35, Allow reservations to bill this group master, should be set to NO if charges should not be paid by the master. This is the recommended setting since all billing for true groups should be done at the group leader level. Enter a YES if the master is a company who needs a bill over a period of time. Switch 419-1 controls the field's default.

Billing Control (#36)

Field #36, Billing Cntrl, is for properties with the central reservations feature. Group masters with a “C” in this field are billed at the central reservations site. With a “P” in this field, all billing is processed at the property.

Any property without the Central Reservations feature can accept the default setting (P).

Tax Code (#37)

Field #37, Tax Code, automatically defaults to code TA for standard taxes. If necessary, change this code by pressing <F3 - LOOK> at field #37 and selecting the appropriate tax code.

GROUP RESERVATIONS

There are several reservation scenarios supported by the system that are explained in detail in the ***Reservations*** chapter.

When to create a room block for a particular group must be established by procedures at individual properties. For this example, use a group master with a room block for groups that request 10 or more rooms. The general flow of events when dealing with a group is:

1. Determine whether a group master is necessary, using the criteria in the section above titled ***What is a Group?***.

2. If necessary, create a Group Master with option “200” - “Add Group Master” from the Group Master Menu.

3. Use <F6 - NOTES> for initial contact and tracking.

4. Enter and adjust room blocks.

5. Change master status to verbal definite/definite.

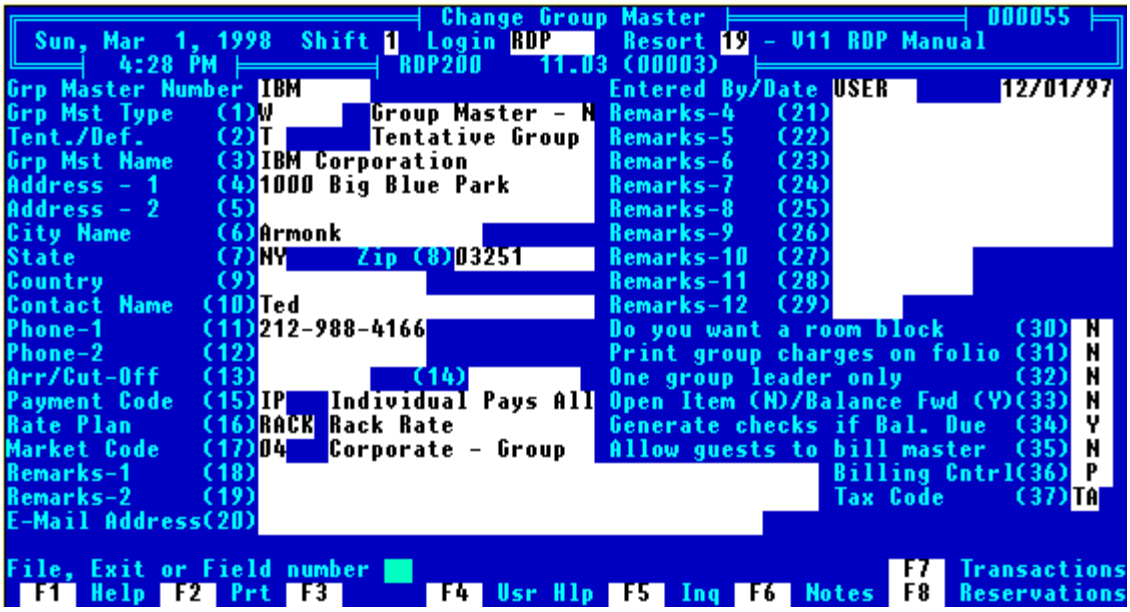
6. Create “dummy” group leader.

7. Make group reservations.

8. Assign rooming list and unit numbers.

Initial Contact with Group

The group initially contacts the property to inquire about the possibility of using the facility. At this point, a group master can be created as "tentative" (field #2=T), "no group block" (field #30=NO) and non-billing (field #35=NO). This master can be used to track phone contacts with the group during negotiation but the system will not allow a room block, reservations, direct charges or payments. The group master screen would appear as follows.


Change Group Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:28 PM RDP200 11.03 (00003)
Grp Master Number IBM
Grp Mst Type (1) W Group Master - N
Tent./Def. (2) T Tentative Group
Grp Mst Name (3) IBM Corporation
Address - 1 (4) 1000 Big Blue Park
Address - 2 (5)
City Name (6) Armonk
State (7) NY Zip (8) 03251
Country (9)
Contact Name (10) Ted
Phone-1 (11) 212-988-4166
Phone-2 (12)
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) RACK Rack Rate
Market Code (17) 04 Corporate - Group
Remarks-1 (18)
Remarks-2 (19)
E-Mail Address (20)
Entered By/Date USER 12/01/97
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) N
Print group charges on folio (31) N
One group leader only (32) N
Open Item (N)/Balance Fwd (Y) (33) N
Generate checks if Bal. Due (34) Y
Allow guests to bill master (35) N
Billing Cntrl (36) P
Tax Code (37) TA
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transactions F8 Reservations

Using <F6-NOTES> to Track Group Sales

After the group master is entered, sales activity is tracked through <F6 - NOTES>. Use option 202 on the Group Master Menu to access the group master, and then <F6 - NOTES>. The notes may appear as follows:

Change Group Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
4:29 PM RDP200 11.03 (00003)
Grp Master Number IBM
Grp Mst Type (1) W Group Master - N
Tent./Def. (2) T Tentative Group
Grp Mst Name (3) IBM Corporation
Entered By/Date USER 12/01/97
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
02/18/98 Dave Packard stopped in to inquire about holding a company meeting for about 100 employees sometime in November, 1998. He would need about 70 rooms plus meals and the Wintergreen room for the meeting. I told him we could do this for $50/room. He will call back.
02/28/98 I called Dave and talked to him. We are still in the running but he is looking at a few other properties. I told him we really want his business and would negotiate rates...he is still very tentative. Not worth a room block yet.
Row 9 Col 63 Size 604 Insert Changed Alt-N=Del, <Esc>=File/Exit

<F6 - NOTES> Template

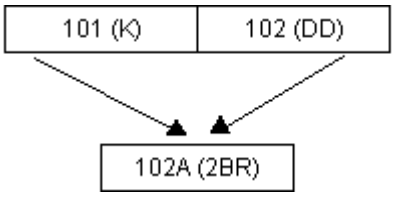
A *template* may be created for <F6 - NOTES> to standardize the way sales leads are added. The template files are stored in the \RDP\LOOK directory and are defined in Table T1 according to file number. RDP suggests using the form FILE72.NOT for the group master note template. Use an "@" to indicate where the cursor should display when the template is loaded. In Table T1, add a sub-record for the group master template. Enter the file name for the template in field #1. In this case, the file name would be FILE72.NOT. If the template should be loaded automatically when <F6 - NOTES> is pressed enter a 'Y' in field #2-Autoload (Y/N). If this field is left blank or an 'N' is entered, the <F6 - NOTES> screen is blank, but the template may be loaded by pressing <ALT>+<L>.

Entering and Adjusting Room Blocks

A room block saves rooms at the property without making reservations. Blocks are entered through option “551” - “Group - Adjust Room Block” from the Group Master Menu.

Lockoffs, Inventory Reservations, and Group Blocks

Lockoffs are used to rent multiple rooms as one, larger unit. An example of a lockoff is illustrated below.



In this example, the property can sell room 101 (a "King" room type) independently or in combination with room 102 (a "Double-Double" room type) to create room 102A (a Two-Bedroom room type). In addition, room 102 can be sold independently or in combination with room 101 in order to create the Two-Bedroom master lockoff room 102A. In order for room 102A to be rented, both rooms 101 and 102 must be available.

The following steps must be completed prior to using lockoffs with inventory reservations and group blocks in the RDP system.

1. Define unit types in the C2 table.
2. Define lockoff sets in the LZ table.
3. Add master lockoff rooms with option "200" – "Add Room" on the Room Master Menu (11).
4. Add secondary lockoff rooms with option "200" – "Add Room" on the Room Master Menu (11).
5. Add secondary lockoff rooms to master lockoffs with option "202" – "Change Room" on the Room Master Menu (11).
6. From the System Manager Menu, choose option "090" – "Update System Tables" and run option "1" – "Build Lockoff Definition Table".

For detailed information about steps 1 - 6 above, please consult the Rooms chapter of the RDP system manual, or download the information from RDP's web-site at:

http://www.resortdata.com/support/download/doc.htm

Tentative Room Blocks

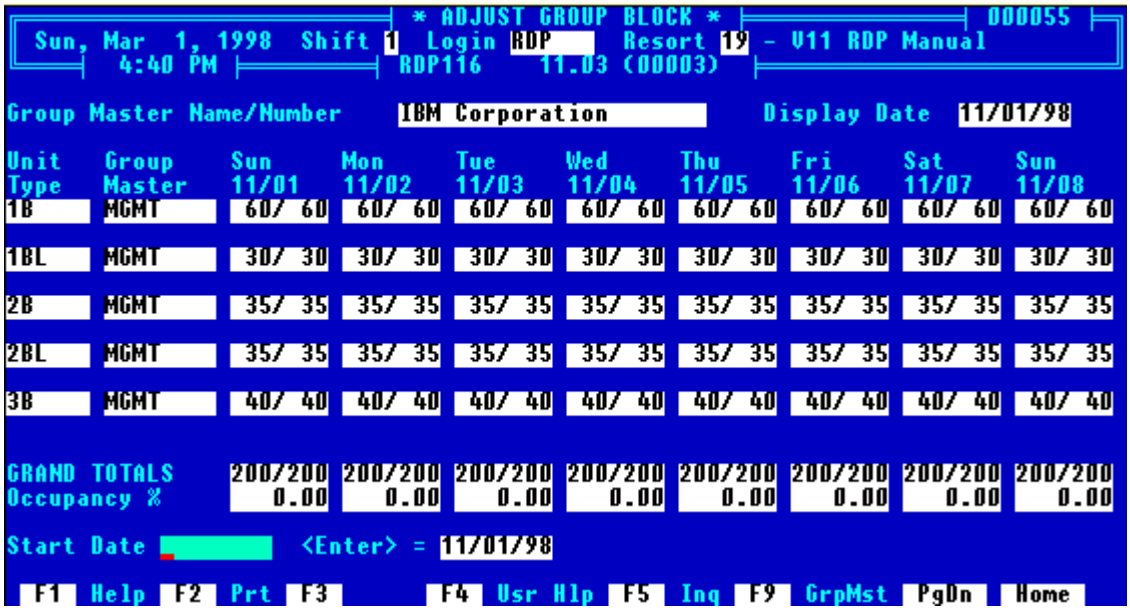
As negotiations continue, the group moves past the "tire kicker" stage. When the group is reasonably serious, enter a tentative room block. Option 202 on the Group Master Menu is used to change field #30 (Do you want a room block for this group?) from No to Yes. The group master is still "tentative" (field #2=T) and non-billing (field #35=NO). The room block can now be entered with option “551” - “Group - Adjust Room Block”, but the system will not allow reservations to be made because of the tentative status. Additionally, no charges can be posted to the group master because field #35 (Allow reservations to bill to the group master?) is No. The following changes to the group master are made:

1. The Tentative/Definite field is set to “D” for Definite.

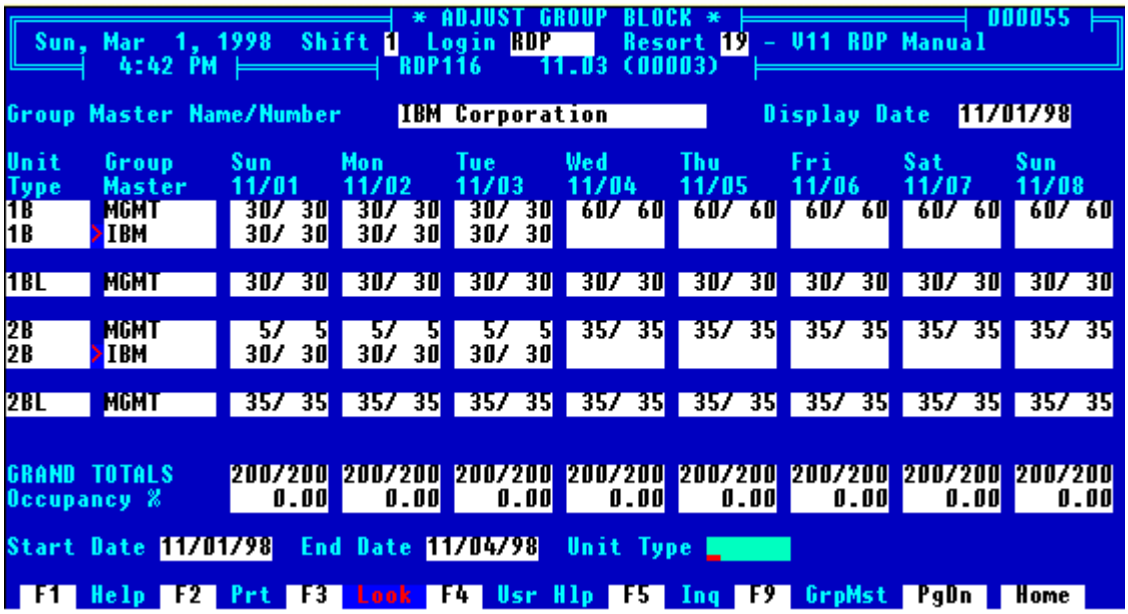
2. Field #30, Do you want a room block, is set to “Y”.
3. Field #35, Allow reservations to bill this master, is set to “Y”.

Adding Room Blocks with Option 551

To add the room block, use option “551” - “Group Adjust Room Block” on the Group Master Menu and enter the group master number, *display date*, and starting date (arrival date). A screen similar to the following appears:

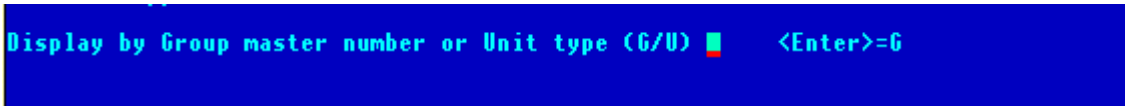


551 displays the rooms available for management starting 11/01/98. The group room block is entered according to unit type, entering the start date, end date, and number of rooms. When complete, the room block for IBM may appear as:



Displaying Group Blocks with Option 143/173

The group block can be viewed with option 143 or printed with option 173. If option 143 is selected from the Reservations or Front Desk Menu, the system prompts for a beginning date, with the default equal to the current system date. Next, the system prompts:

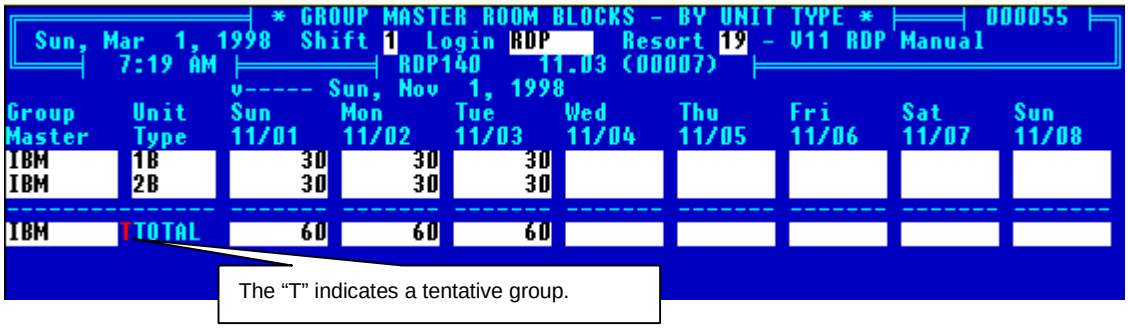


This prompt allows room blocks to be displayed in either group master sequence or unit type sequence. To see the room block for IBM, enter a G (or accept the default, which is G). The system then displays:

Input	Action
Group Master #	Input a group master number. In this example enter IBM to see the room block entered above. The <F3-LOOK> key can be used to choose from a list of group masters with room blocks.
Default=All	Displays all groups. Will prompt for definite, verbal definite, or tentative depending on switch 419-3. This allows the sales department to see all group blocks, tentative group blocks, or definite group blocks.
M=Management	Displays rooms left to sell for management. All rooms start in management control and are allocated to various group masters. Management totals show the number of rooms left to sell (non-group).
T=Totals Per Group	Display totals per group as opposed to the allocation by unit type.

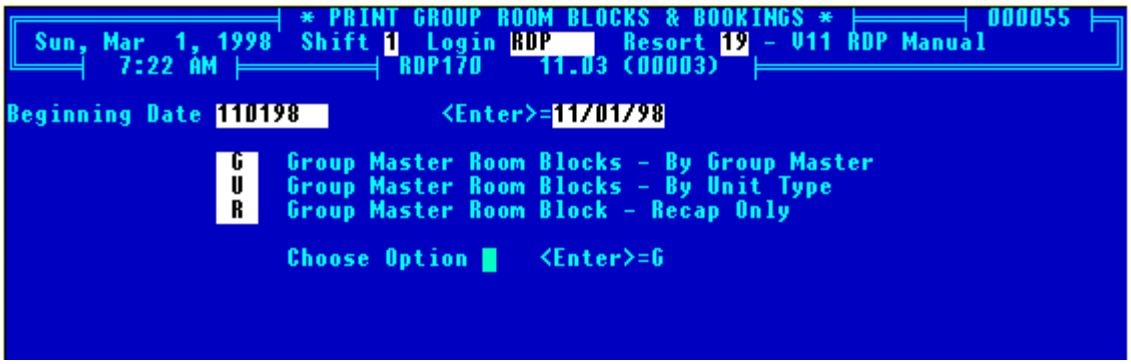
Displaying Only One Group Block

The 143 display of IBM's room block follows:


* GROUP MASTER ROOM BLOCKS - BY UNIT TYPE *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:19 AM RDP140 11.03 (00007)
v----- Sun, Nov 1, 1998
Group Master
Unit Type
Sun 11/01
Mon 11/02
Tue 11/03
Wed 11/04
Thu 11/05
Fri 11/06
Sat 11/07
Sun 11/08
IBM 1B 30 30 30
IBM 2B 30 30 30
IBM TOTAL 60 60 60
The "T" indicates a tentative group.

Printing the Group Block

Use option "173" - "Group Master Room Block Report" from the Reservation Reports Menu to print group block information. After choosing 173, the system prompts for a beginning date, with the default equaling the current system date. After entering a starting date, the system displays the three report options:

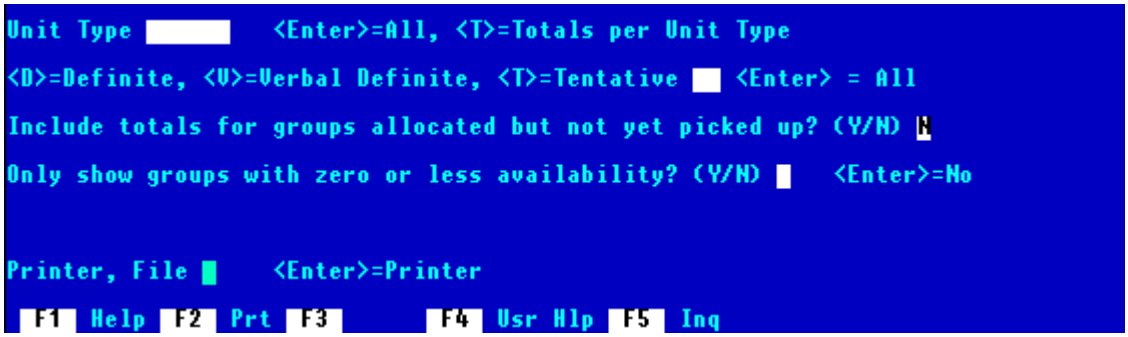

* PRINT GROUP ROOM BLOCKS & BOOKINGS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:22 AM RDP170 11.03 (00003)
Beginning Date 110198 <Enter>=11/01/98
G Group Master Room Blocks - By Group Master
U Group Master Room Blocks - By Unit Type
R Group Master Room Block - Recap Only
Choose Option <Enter>=G

1. Option “G” - “Group Master Room Blocks - by Group Master”. When choosing option “G”, the system first prompts for a Group Master number. Here, enter the number of the individual group master to display, an “M” for “Management”, or a “T” for “Totals by Group”. (See the explanation on the previous page for more information on these three choices)

In order to view the group block for IBM, enter “IBM” as the group master number. If switch 419-3, Prompt for Definite, Verbal Definite & Tentative, is set to “YES”, the system prompts for the Group Master Type. Next, the system prompts for “zero or less availability”. Here, enter a “Y” if the report should only print those groups with zero rooms or those groups with an overbooked allocation. The last prompt is the report output, either Printer or File (the report cannot be printed to the screen). For IBM, the report appears similar to the following:

```
Condominium Control System                    Beginning - Sun, Nov  1, 1998          Time: 08:49:36     Mon, Mar  2, 1998
Report # R170                        GROUP MASTER ROOM BLOCKS - BY GROUP MASTER                           Page 1
------------------------------------------------------- V11 RDP Manual -------------------------------------------------------
                     Printed for Group Code: All Group Codes
                     v----- Sun, Nov  1, 1998
Group       Unit     Sun     Mon     Tue     Wed     Thu     Fri     Sat     Sun     Mon     Tue     Wed     Thu     Fri     Sat
Master  D/T Type   11/01   11/02   11/03   11/04   11/05   11/06   11/07   11/08   11/09   11/10   11/11   11/12   11/13   11/14
-------- --- ------  ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ----
IBM          1B       30/ 30  30/ 30  30/ 30
IBM          2B       30/ 30  30/ 30  30/ 30
                     ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ----
IBM       T  TOTALS   60/ 60  60/ 60  60/ 60
```

2. Option U-Group Master Room Blocks - by Unit Type, prompts:


Unit Type <Enter>=All, <T>=Totals per Unit Type
<D>=Definite, <V>=Verbal Definite, <T>=Tentative <Enter> = All
Include totals for groups allocated but not yet picked up? (Y/N) N
Only show groups with zero or less availability? (Y/N) <Enter>=No
Printer, File <Enter>=Printer
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

A) Enter a specific unit type, press <ENTER> to see all unit types, or a “T” to only see unit type totals.

B) The group master type prompt is dependent on switch 419-3, explained above.

C) Next, Enter a “Y” to subtract the units available for group room blocks from the total for each unit type. The left-side total is the total number of units in the system for each unit type, and the right-side number is the number left for management to sell for that unit type. Enter an 'N' to show the total available by unit type regardless of any group blocks for those units.

D) As seen in option “G”, enter a “Y” to only see those groups with zero rooms left to pick-up or those groups that are overbooked in their allocation.

To set a default for the "Show Only Zero or Less Availability? (Y/N)" prompt, add sub-record 170OVR to Table C1. In the Special Data Field, enter an 'N' if the default should be NO for this questions. Enter a 'Y' for a default of YES.

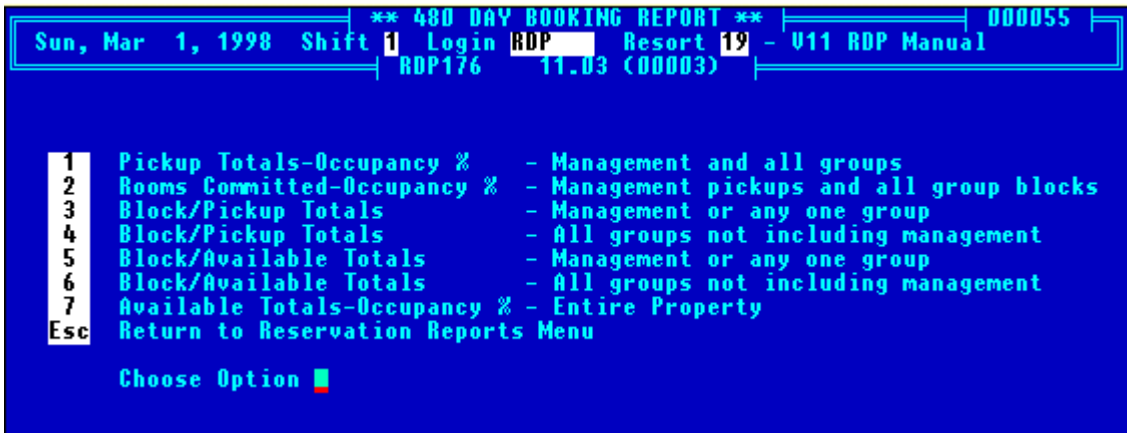
Following is a sample of “Option U” for unit type “1B” (A), for all group types (B), without the totals for groups allocated but not yet picked up (C), and for all groups, regardless of the number of rooms left to pick-up (D).

```
------------------------------------------------------------------------------------------------------------------------------
  Condominium Control System                          Beginning - Mon, Mar  2, 1998          Time: 09:02:47     Mon, Mar  2, 1998
  Report # R170                                GROUP MASTER ROOM BLOCKS - BY UNIT TYPE                              Page 1
------------------------------------------------------------ V11 RDP Manual ------------------------------------------------------
                      Printed for Group Code: All Group Codes
                      v----- Mon, Mar  2, 1998
  Unit  Group          Mon     Tue     Wed     Thu     Fri     Sat     Sun     Mon     Tue     Wed     Thu     Fri     Sat     Sun
  Type  Master  D/T  03/02   03/03   03/04   03/05   03/06   03/07   03/08   03/09   03/10   03/11   03/12   03/13   03/14   03/15
------ -------- ---  ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- -------
  1B     MGMT   D    8/  0   31/ 24  45/ 38  60/ 57  60/ 57  60/ 58  40/ 40  40/ 40  60/ 60  60/ 60  60/ 60  60/ 60  60/ 60  40/40
  1B     HP          4/  4   4/  4
  1B     PLUMPROD    3/ -1   0/ -4   0/ -4
  1B     ROCKIES    25/ 10  25/ 10  15/  0
  1B     TAUCK      20/  0                                          20/  0  20/  0                                          20/ 0
                    ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- ------- -------
  1B     TOTALS     60/ 13  60/ 34  60/ 34  60/ 57  60/ 57  60/ 58  60/ 40  60/ 40  60/ 60  60/ 60  60/ 60  60/ 60  60/ 60  60/ 40
```

3. Option “R” - “Group Master Room Block - Recap Only”, prints the number of rooms blocked and picked up along with the pickup percentage. The number of rooms remaining in the block and the percentage left for management to sell prints in the last section: Occupancy as a Percentage of the Total Property.

Option 176-480 Day Booking Report

Option 176 is a very powerful report that prints up to 480 days of group block information. With the Enhanced Groups - RB module installed, seven report options are available. Only options 1 and 7 are available without module RB.


** 480 DAY BOOKING REPORT **
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
RDP176 11.03 (00003)
1 Pickup Totals-Occupancy % - Management and all groups
2 Rooms Committed-Occupancy % - Management pickups and all group blocks
3 Block/Pickup Totals - Management or any one group
4 Block/Pickup Totals - All groups not including management
5 Block/Available Totals - Management or any one group
6 Block/Available Totals - All groups not including management
7 Available Totals-Occupancy % - Entire Property
Esc Return to Reservation Reports Menu
Choose Option

To determine if your system has enhanced groups, pause at the "Enter RDP login" prompt and look for the "RB-Enhanced Group" module.

#1 Pickup Totals – Occupancy %: This report shows the daily pickup for 16 months. Totals include all reservations made for management including paying guests, maintenance reservations, owner reservations, and guest of owner reservations. Multiple folio reservations and reservations in room types beginning with "N/R" or "OLD" are NOT counted. Totals also include pickups from groups with a room block. For example, if a group has a 200-room block and has picked up 50 so far, 50 rooms would be included in the counts with option #1.

#2 Rooms committed – Occupancy %: This option includes the total rooms COMMITTED each day for 16 months. Totals include all reservations made for management including paying guests, maintenance reservations, owner reservations and guest of owner reservations. Multiple folio reservations and reservations in unit types beginning with "N/R" and "OLD" are not counted. Totals also include all rooms blocked for all groups, whether they have been picked up or not. For example, if a group has 200 rooms blocked and have picked up 50 so far, ALL 200 rooms would show in the totals for this option.

#3 Block/Pickup totals - This option shows the total rooms blocked and picked up for management and all groups. For groups, the starting date is the date of the first room allocation. Multiple folios and unit types beginning with "N/R" or "OLD" are NOT counted. For example, if a group has a 200 room block and has picked up 50 rooms so far, this option would show "200/50". If the report is run for management, totals include paying guests, maintenance reservations, owner reservations, and guest of owner reservations.

#4 Block/Pickup totals - All groups not including management. This option shows the total rooms blocked and picked up for all groups. For example, if ALL group blocks for a given day total 600 and 450 rooms have been picked up so far, the report would print "600/450". To print the block/pickup totals for management, use option 3.

#5 Block/Available totals - Management or any one group. This option shows the total number of rooms blocked and total still available for management or any group. The report starts with the month in which the group has its first room allocation. For example, if a group has a 200 room block and has picked up 50 so far, the report would print "200/150".

#6 Block/Available totals - All groups not including management. This option shows the total rooms blocked and total still available for all groups. Management totals are NOT included.

#7 Available totals - Entire Property - This option shows the total number of available rooms each day for 16 months. This includes the total available to management plus the total of all group blocks not yet picked up. For example, if there are 300 total rooms at the property, and 200 have been blocked for all groups, and groups have picked up 50 so far, the group block would have 150 rooms still available. If management had picked up 25 of its remaining block of 100, management would have 75 rooms available. The total available is therefore 150 + 75 = 225.

480 Day Booking Report (176 Option 2)

The report below shows the total rooms COMMITTED for each day for 16 months. Totals include all reservations made for management, including paying guests, maintenance reservations, owner reservations, and guest of owner reservations. Multiple folio reservations and reservations in room types beginning with "N/R" or "OLD" are not counted. Totals also include all rooms blocked for all groups, whether they have been picked up or not.

For example, if a group has 200 rooms in its block and has picked up 50 so far, ALL 200 ROOMS from the block would show in the totals below. Use option 176-1 for a report that includes totals for only the rooms picked up (50 in this example).

Day	Jul 98	Aug 98	Sep 98	Oct 98	Nov 98	Dec 98	Jan 98	Feb 98	Mar 98	Apr 98	May 98	Jun 98	Jul 98	Aug 98	Sep 98	Oct 98
1		1	0	0	60	0	0	0	0	0	0	8	0	0	0	0
2		1	0	0	60	0	0	0	0	0	0	8	0	0	0	0
3		1	0	0	60	0	0	0	0	0	0	8	0	0	0	0
4		1	0	0	0	0	0	0	0	0	0	8	0	0	0	0
5		0	0	0	0	0	0	0	0	0	0	5	0	0	0	0
6		0	22	0	0	0	0	0	0	0	0	0	0	0	0	0
7		0	22	0	0	0	0	0	0	0	0	0	0	0	0	0
8		0	25	0	0	0	0	0	0	0	0	0	0	0	0	0
9		0	28	0	0	0	0	0	0	0	0	0	0	0	0	0
10	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
11	17	0	0	0	0	0	0	0	0	25	0	0	0	0	0	0
12	14	0	0	0	0	0	0	0	0	25	0	0	0	0	0	0
13	3	0	0	18	0	55	0	0	0	25	0	0	0	0	0	0
14	3	13	0	18	0	55	0	5	0	25	0	0	0	0	0	0
15	3	13	0	18	0	55	0	6	0	0	0	0	0	0	0	0
16	2	13	0	18	0	55	0	6	0	0	0	0	0	0	0	0
17	3	0	0	18	0	0	0	6	0	0	0	0	0	0	0	0
18	3	0	0	0	20	0	0	6	0	0	0	0	0	0	0	0
19	2	0	41	0	20	0	0	6	0	0	0	0	0	0	0	0
20	2	0	41	0	20	0	0	5	0	0	0	0	0	0	0	0
21	1	0	50	0	20	0	0	0	0	0	0	0	0	0	0	0
22	1	0	50	0	0	0	0	0	0	0	0	0	0	0	0	0
23	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
24	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
25	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
26	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
27	2	0	0	0	0	12	0	0	0	0	0	0	0	0	0	0
28	2	0	0	0	0	15	0	0	0	0	0	0	0	0	0	0
29	2	0	0	0	0	100	0		0	0	0	0	0	0	0	0
30	1	0	0	0	0	25	0		0	0	0	0	0	0	0	0
31	1	0		0		12	0		0		0		0	0		0
==	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	=======	== ====
	89	43	271	90	260	384	0	40	0	100	0	5	0	0	0	0

Rooms committed - Management pickups and all group blocks

Date Range	Rooms	Committed	Occ%
07/10/98 to 12/31/98	9,275	545	17
01/01/99 to 10/31/99	16,112	288	12
	----------	----------	----
Report Totals	25,387	270	29

Changing Master to Verbal Definite/Definite

At this point, the group master has a tentative group block. With the tentative status, the system allows the room block to be added and changed with option “551” - “Group - Adjust Room Block”. However, the system does not allow reservations for tentative group masters with option 100 or 102. If a member of a tentative group attempts to make a reservation, the reservationist sees the following prompt:

The group may still be in the negotiation phase, yet some group members are calling to pick-up from the block. The sales department must decide if they want to allow the pick-up, even though the contract is not final. To allow the pickup, the group master can be changed to "verbal definite" with option 202 on the Group Master Menu. The critical fields on the group master then appear as:

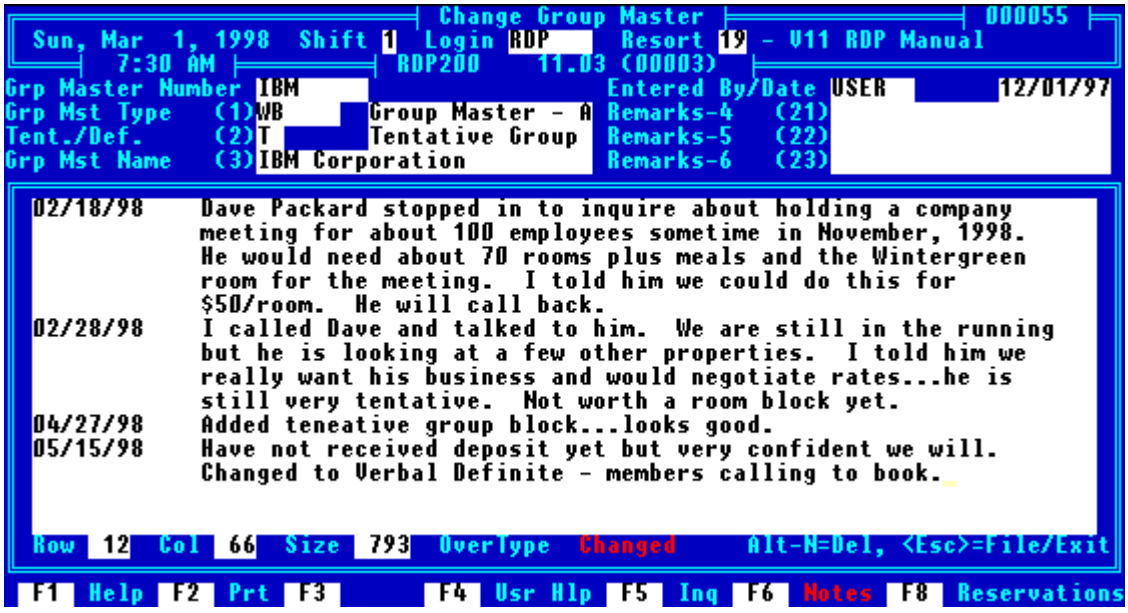
1. “Tentative/Definite” is set to “V” for “Verbal Definite”.

2. The “Room Block” field (#30) is set to YES.

3. The “Allow Billing” field (#35) is set to NO.

Additional Contacts

<F6-NOTES> can be used to track the activity on the group, they may now appear as:


Change Group Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:30 AM RDP200 11.03 (00003)
Grp Master Number IBM
Grp Mst Type (1)WB Group Master - A
Tent./Def. (2)T Tentative Group
Grp Mst Name (3)IBM Corporation
Entered By/Date USER 12/01/97
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
02/18/98 Dave Packard stopped in to inquire about holding a company meeting for about 100 employees sometime in November, 1998. He would need about 70 rooms plus meals and the Wintergreen room for the meeting. I told him we could do this for $50/room. He will call back.
02/28/98 I called Dave and talked to him. We are still in the running but he is looking at a few other properties. I told him we really want his business and would negotiate rates...he is still very tentative. Not worth a room block yet.
04/27/98 Added teneative group block...looks good.
05/15/98 Have not received deposit yet but very confident we will. Changed to Verbal Definite - members calling to book.
Row 12 Col 66 Size 793 Overtype Changed Alt-N=Del, <Esc>=File/Exit
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

Changing to Definite

Groups should not be left in the verbal definite stage for long. It is important to resolve outstanding problems and convert the group to definite. As a general rule, a definite group has a signed contract and a paid deposit, though this differs at each property. To change a group to definite, use option 202 on the Group Master Menu, and change field #2, Tentative/Def., to a “D” for Definite.

Once the group has been changed to definite, make the dummy group leader reservation with option “103” - “Dummy Group Leader Reservation” from the Group Master Menu. Then, make the group reservations with option “102” - “Group - New Reservations”.

Most customers should never bill at the group master level. If you fall into this category, force the system to make all reservations as IP for the master through system switch #419-1 and not allow any transactions to be toggled to "M" (group master pays). Additionally, option 210 will not allow transactions to be posted directly to the group master and option 500 will not allow payments from or refunds to the group master. System switch #419-1 reads:

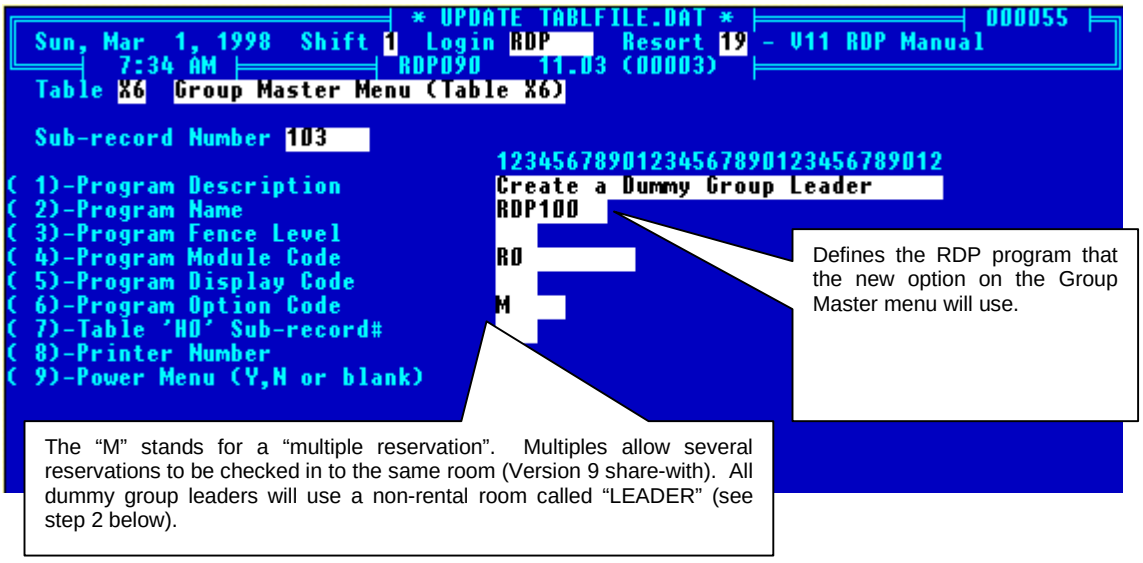
```
GROUP    Default 'Allow a reservation to bill to a group master'   (1) NO
```

If this switch is set to "Y", field #35 on each new group master will default to Yes and allow billing. If this switch is N, field #35 will default to No. Also, a password can be added to prevent override of the default for field #35. See the ***System Administrator*** chapter for more information on adding passwords.

Create a “Dummy” Group Leader Reservation

Many times a group leader is not specified during the reservation process, or there is a possibility that the group leader will change. In these instances, RDP suggests the use of a “dummy” group leader”. This billing folio eliminates the possibility of re-attaching all group members to a new leader in the event that the original group leader cancels or changes. The process for adding a dummy group leader follows:

1. Add an option to the Group Master Menu, “Create Dummy Group Leader Folio”, by adding sub-record 103 to the X6 table in option “090” - “Update System Tables” (from the System Manager Menu). The new sub-record should look similar to the following:


* UPDATE TABLFILE.DAT *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:34 AM RDP090 11.03 (00003)
Table X6 Group Master Menu (Table X6)
Sub-record Number 103
1234567890123456789012345678901 2
(1)-Program Description
(2)-Program Name
(3)-Program Fence Level
(4)-Program Module Code
(5)-Program Display Code
(6)-Program Option Code
(7)-Table 'HO' Sub-record#
(8)-Printer Number
(9)-Power Menu (Y,N or blank)
Create a Dummy Group Leader
RDP100
RO
M
Defines the RDP program that the new option on the Group Master menu will use.
The “M” stands for a “multiple reservation”. Multiples allow several reservations to be checked in to the same room (Version 9 share-with). All dummy group leaders will use a non-rental room called “LEADER” (see step 2 below).

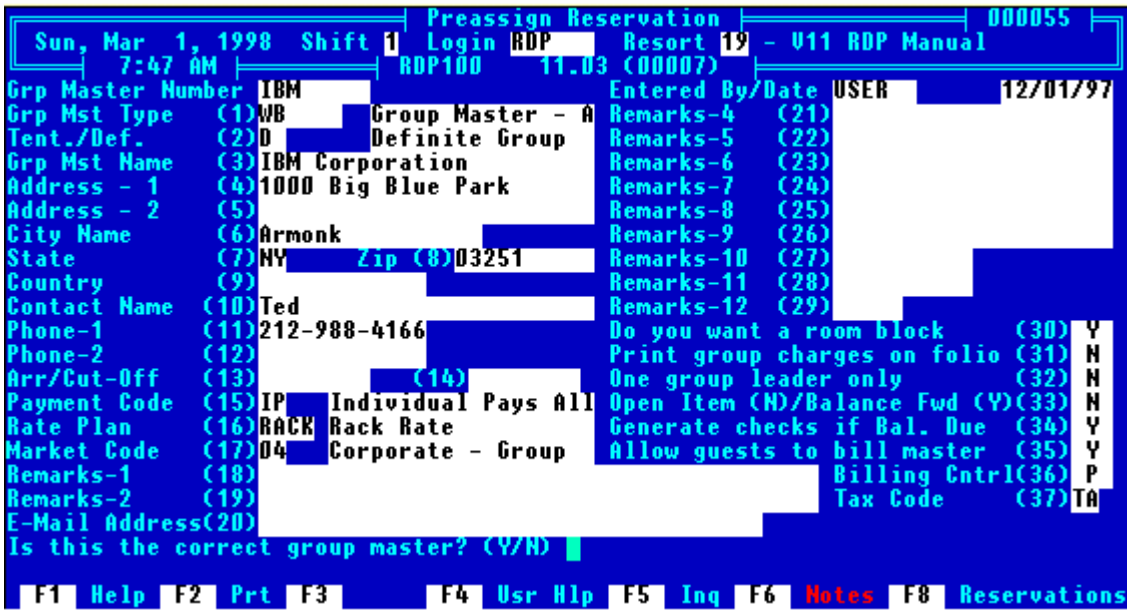
2. Add a non-rental room, LEADER, to the system. Use option “200” - “Add Room to Room List” from the Unit Master Menu (11).

All new systems are installed with option 103 and the non-rental room LEADER.

3. From the Group Master Menu, choose the new option “103” - “Create Dummy Group Leader Folio”. Dummy group leaders will not have any travel agent information since it is simply a billing folio. To avoid confusion with other dummy group leaders, enter the name on the dummy reservation as “GROUP NAME/ARRIVAL DATE”, for example:

IBM/110198

4. Next, enter the group master name or number. The system displays the group master screen and prompts for verification:


Preassign Reservation
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:47 AM RDP100 11.03 (00007)
Grp Master Number IBM
Grp Mst Type (1) WB Group Master - A
Tent./Def. (2) D Definite Group
Grp Mst Name (3) IBM Corporation
Address - 1 (4) 1000 Big Blue Park
Address - 2 (5)
City Name (6) Armonk
State (7) NY Zip (8) 03251
Country (9)
Contact Name (10) Ted
Phone-1 (11) 212-988-4166
Phone-2 (12)
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) RACK Rack Rate
Market Code (17) 04 Corporate - Group
Remarks-1 (18)
Remarks-2 (19)
E-Mail Address (20)
Is this the correct group master? (Y/N)
Entered By/Date USER 12/01/97
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) Y
Print group charges on folio (31) N
One group leader only (32) N
Open Item (N)/Balance Fwd (Y) (33) N
Generate checks if Bal. Due (34) Y
Allow guests to bill master (35) Y
Billing Cntrl (36) P
Tax Code (37) TA
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

5. After verifying the group, the system prompts for a group master pay code, which is “IP” - “Individual Pays” since all billing for true groups should be done at the leader level. The system default is the pay code entered in field #15 on the group master.

6. Depending on the setting of field number 18, Allow one group leader only, the system prompts:

Setting	**Prompt**
YES	“This reservation will be the group leader, OK to process?”
NO	“Reservation # of group leader ____(<F3>=List, Enter>=None)”

In our example, since IBM is set to “NO” and we are in the process of creating a dummy group leader, press <ENTER> (None) to continue. (<F3> would list all possible IBM group leaders)

7. Answer “YES" to create a new group leader.

8. Then, assign the group leader pay code, i.e. - What is the group paying for? In our example, IBM is paying the each member's entire bill, so a "GB" - "Group pays ALL charges", pay code is used. Advantages for billing at the group leader level include:

   A) Group leader folios can be printed before, during, or after checkout.

   B) Six different group leader folio formats are included, including detail of all transactions for all members.

   C) Advance deposits can be applied to the group leader and appear on the advance deposit ledger.

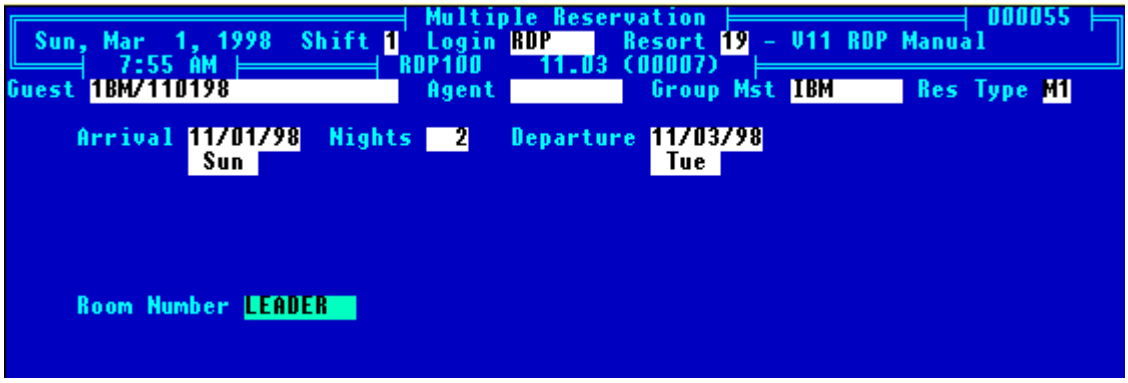
   D) Group check-in, group checkout, and group cancel options are available.

Many customers never bill at the group master level. For properties that do not bill at the master level, force the system to make all reservations as IP for the master through system switch #419-1 and not allow any transactions to be toggled to "M" (group master pays). Additionally, option 210 will not allow transactions to be posted directly to the group master and option 500 will not allow payments from or refunds to the group master. System switch #419-1 reads:

Default for "Allow a reservation to bill to a group master" Y/N

If this switch is set to "Y", field #35 on each new group master will default to Yes to allow billing. If this switch is N, field #35 will default to No. Also, a password can be added to prevent override of the default for field #35.

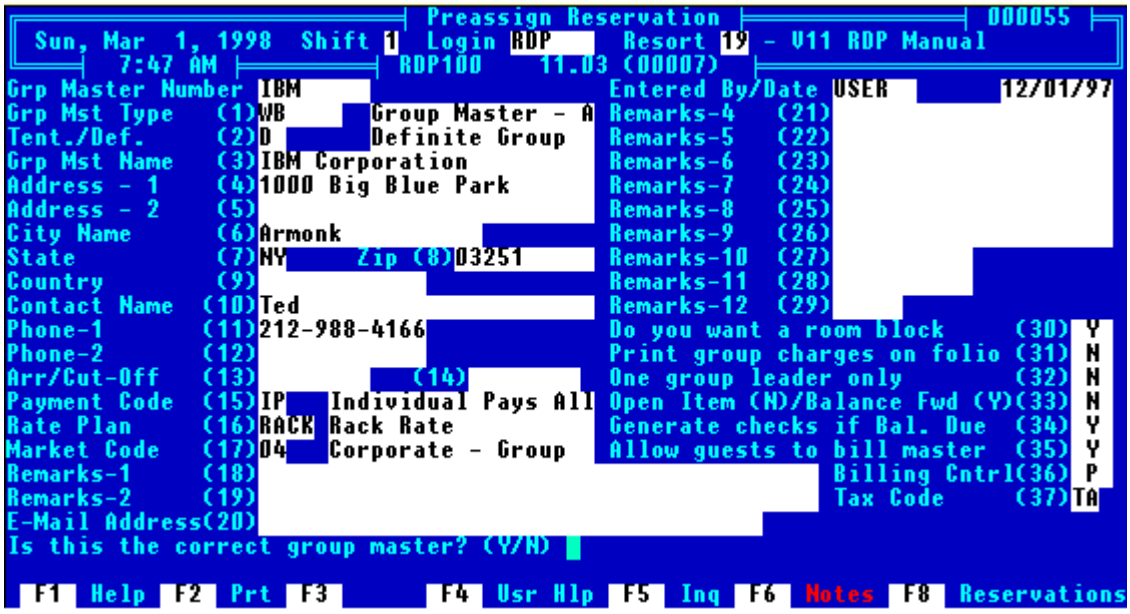
9. After assigning the leader pay code, enter the actual group arrival and departure dates, along with one adult (the dummy group leader). The system then prompts for a room number. Here, enter the non-rental room, "LEADER".


Multiple Reservation
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:55 AM RDP100 11.03 (00007)
Guest IBM/110198 Agent Group Mst IBM Res Type M1
Arrival 11/01/98 Nights 2 Departure 11/03/98
Sun Tue
Room Number LEADER

10. Use the <PGDN> (Page Down) reservation feature to quickly by-pass all personal information. File the reservation.

Option 102 - Make New Group Reservations

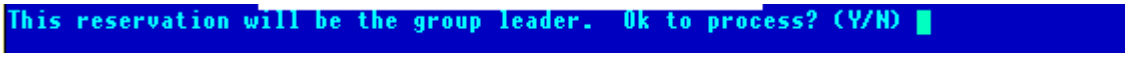
After allocating rooms, changing the group master to definite, and creating a dummy group leader, group reservations are made with option “102” - “Group - New Reservations”. The first prompt in option 102 is for the type of reservation, Preassign or Inventory. After selecting the type, the system prompts for the Group Master Name or Number. RDP displays the group master for verification purposes:


Preassign Reservation 000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
7:47 AM RDP100 11.03 (00007)
Grp Master Number IBM
Grp Mst Type (1) WB Group Master - A
Tent./Def. (2) D Definite Group
Grp Mst Name (3) IBM Corporation
Address - 1 (4) 1000 Big Blue Park
Address - 2 (5)
City Name (6) Armonk
State (7) NY Zip (8) 03251
Country (9)
Contact Name (10) Ted
Phone-1 (11) 212-988-4166
Phone-2 (12)
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) RACK Rack Rate
Market Code (17) 04 Corporate - Group
Remarks-1 (18)
Remarks-2 (19)
E-Mail Address (20)
Entered By/Date USER 12/01/97
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) Y
Print group charges on folio (31) N
One group leader only (32) N
Open Item (N)/Balance Fwd (Y) (33) N
Generate checks if Bal. Due (34) Y
Allow guests to bill master (35) Y
Billing Cntrl (36) P
Tax Code (37) TA
Is this the correct group master? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Reservations

The system then prompts for the *group master pay code*, which for any true group will be IP - Individual Pays. **(All billing will be done at the group leader level).** In the HP example, IP would be the *default pay code*, since it was originally assigned to the master (field #15 above).

Next, the system prompts for a group leader. This could be the actual group leader or a “dummy” (multiple folio) billing reservation. Depending on switch settings and the group master record, this group leader question has several options, including:

1. If field #32, Allow one group leader only = YES, and this is the first reservation associated with the master, the system prompts:



A NO response will return to the Group Master/Number field. A YES response will prompt for the group leader pay code and name.

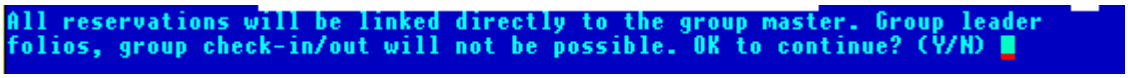
2. If field #32 on the group master is YES and a group leader has already been created, the group leader name, reservation number and unit number will be displayed for verification.

2. If field #32 on the group master record = NO, the following prompt displays:

Here, either enter the reservation number of the group leader or press the <F3 - LOOK> key for a list of active leaders.

An example of using more than one leader per master would be a bus tour. The same Tour Company has 15 bookings per season, with separate billing required each trip.

3. If switch 219-13 - Allow RDP102 Group Reservations Without a Group Leader is set to YES, a new question is asked:


All reservations will be linked directly to the group master. Group leader
folios, group check-in/out will not be possible. OK to continue? (Y/N)

This procedure is not recommended by RDP for most customers. Many features are linked to the group leader functions.

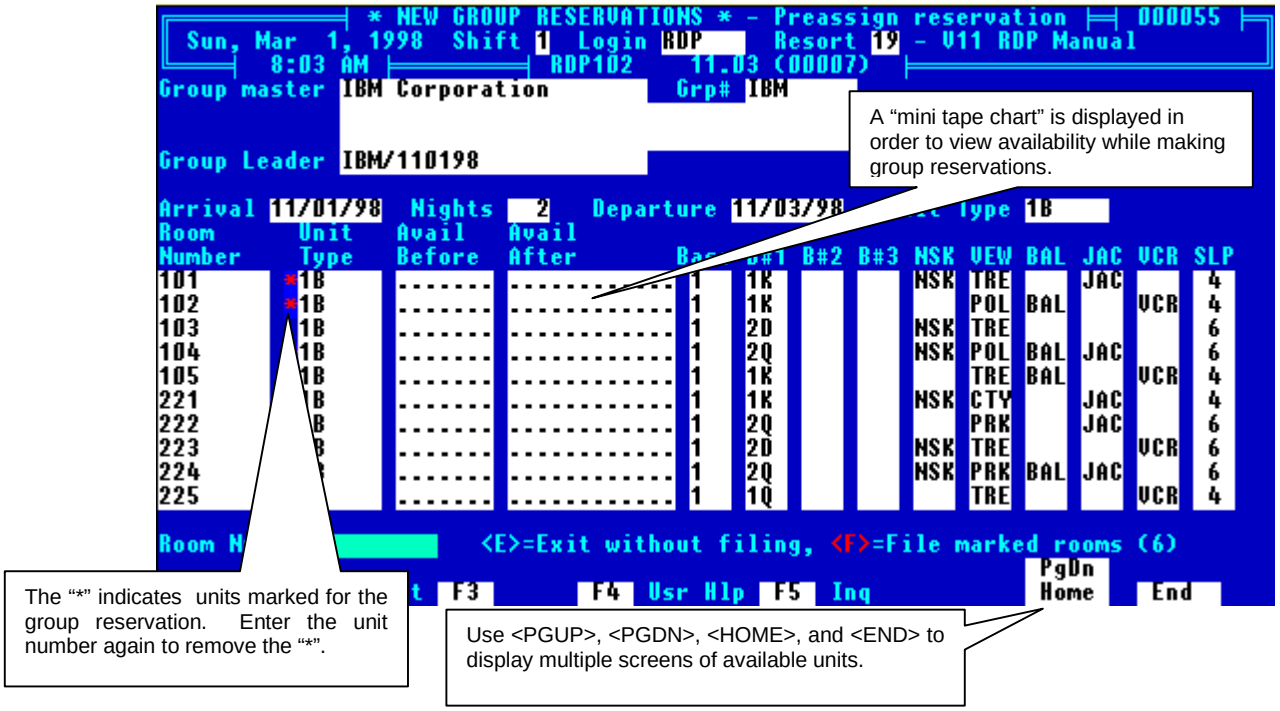
After the group leader pay code is established, travel agents may be added.

* NEW GROUP RESERVATIONS * - Preassign reservation 000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
8:01 AM RDP102 11.03 (00007)
Group master IBM Corporation Grp# IBM
Group Leader IBM/110198
Travel Agent-1 Name/Number
Travel Agent-2 Name/Number
Travel Agent-3 Name/Number
Number
Number
Number

Next, enter arrival and departure information. Once the dates are defined, the process changes based on preassign or inventory reservations.

Preassign Group Reservations

A specific unit type may be selected or enter an asterisk (*) for all unit types. The system then displays all available units.


* NEW GROUP RESERVATIONS * - Preassign reservation
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
8:03 AM RDP102 11.03 (00007)
Group master IBM Corporation Grp# IBM
Group Leader IBM/110198
Arrival 11/01/98 Nights 2 Departure 11/03/98
Room Number
Unit Type
Avail Before
Avail After
NSK VEW BAL JAC VCR SLP
101 *1B 1K NSK TRE JAC 4
102 *1B 1K POL BAL VCR 4
103 1B 2D NSK TRE 6
104 1B 2Q NSK POL BAL JAC 6
105 1B 1K TRE BAL VCR 4
221 B 1K NSK CTY JAC 4
222 B 2Q PRK JAC 6
223 B 2D NSK TRE VCR 6
224 2Q NSK PRK BAL JAC 6
225 1Q TRE VCR 4
<E>=Exit without filing, <F>=File marked rooms (6)
F3
F4 Usr Hlp F5 Inq
PgDn
Home
End
A “mini tape chart” is displayed in order to view availability while making group reservations.
The “*” indicates units marked for the group reservation. Enter the unit number again to remove the “*”.
Use <PGUP>, <PGDN>, <HOME>, and <END> to display multiple screens of available units.

When selecting a unit, an asterisk (*) appears to the left of the unit type. To “de-select” it, type the unit number again and the asterisk disappears.

Other features on the group reservations screen include the current vacant/occupied and clean/dirty status as well as the standard tape chart. <PAGEUP>, <PAGEDOWN>, <HOME>, and <END> are functional keys when choosing rooms for group reservations:

Key	Action
<PGDN>	Scrolls down one screen of available rooms.
<PGUP>	Scrolls up one page of available rooms.
<HOME>	The cursor goes to the first page of available rooms.
<END>	The cursor goes to the last page of available rooms.

After all are units are marked, use the <F> key to file the marked units. The system asks a series of questions, similar to the critical questions asked when making an individual reservation:

1. Please verify Rate Plan:

   Enter the rate plan or press <F3 - LOOK> for a list of available rate plans.

2. Tax Code:

   The tax rate on each reservation, i.e. - standard or tax exempt.

3. Number of People:

   Refers to the number of adults and children on *each* reservation.

4. VIP Code:

Is each group member a VIP?

5. Deposit Amount and Deposit Date:

   The amount of the deposit to be received and the deposit date ***per*** reservation.

☒ ***If a group is paying for all or a portion of each group member's reservation, any deposit should be taken on the group leader reservation since all group charges will transfer to this billing folio at checkout. To eliminate the deposit questions from RDP102, add sub-record 103 to table C1.***

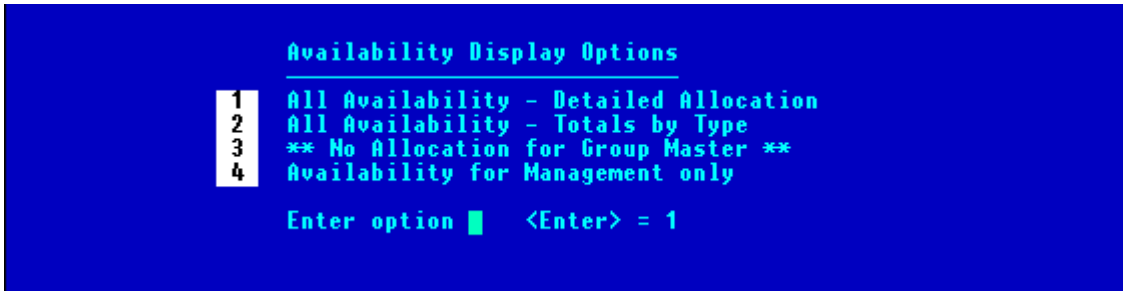
6. Source of Business:

   Source of business code for each group member.

After answering all questions, the reservations are filed. If more than one page of reservations exist, press <ENTER> to continue the filing process.

Inventory Group Reservations

As opposed to assigning specific room numbers to group members, it is possible to only assign a unit type. When entering inventory group reservations in option 102, enter the group information, applicable travel agents, arrival and departure dates, and either a specific unit type or an asterisk (*). The asterisk gives four options for availability display:



Option	Action
1	Displays all group blocks/pickup totals along with the number of rooms management has left to sell.
2	Displays total number of rooms left to sell by unit type (group allocations not included).
3	Alerts the reservationist that no allocation in option 551 has been made for the specified group. If an allocation had been made, the asterisk (*) would only display the number of rooms left to sell in the group's block.
4	Shows the number of rooms management has left to sell (group blocks included).

Once the unit type is selected, the system prompts for the number of units required. In this example, 30 1B (two bedroom) units are required:

Next, the same critical questions are asked as with a preassign group reservation. The filing process also remains the same, except that no unit numbers are assigned.

When making group reservations with option "102" - "Group - New Reservations" in Version 12, it is now possible to select multiple unit type and assign a package rate. With Enhanced Rates and Packages installed the system calculates the rate for each individual reservation based on the type of room, people combinations, etc.

In addition to being able to assign a package rate to multiple unit types in option 102, the maximum length of stay has been increased to 50 days.

In order for the system to prompt for the GTD (guaranteed) flag in RDP102, add the subrecord GUAR to table C1 in option 090 - Update System Tables, with the "Special Data" field equal to P, Y, or N. P = Prompt for guaranteed status, Y = Default guaranteed status to Yes, N = Default guaranteed status to No. See the ***System Administrator*** *chapter for more information on the C1 table*

Pre-Scheduling Group Pay Code Changes

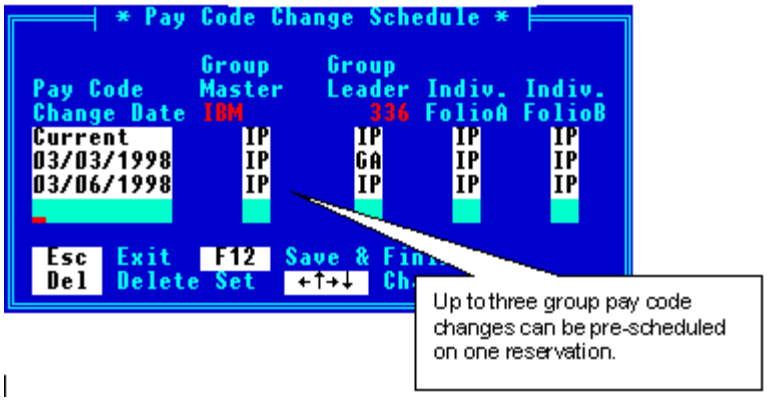
With Version 12.02, group pay code changes can be pre-scheduled. The group pay code determines which entity is paying for a particular charge. There are five possible entities who can pay for a charge, including:

- Group Master
- Group Leader
- Individual Folio A
- Individual Folio B
- Individual Folio I

An individual arriving before the majority of his group and departing after can have the following billing scenario automatically scheduled in RDP:

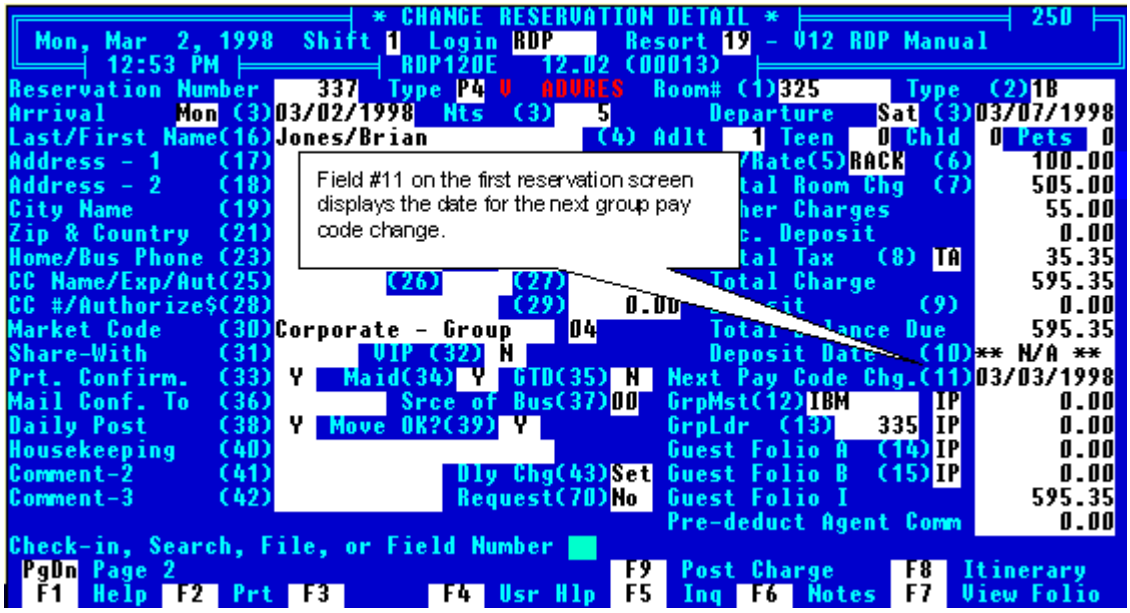
- The group member pays the first night's charges individually.
- The second through fourth nights are paid by the group leader.
- The final night is paid individually.

A new pop-up window displays when making a reservation with RDP100, seen below.

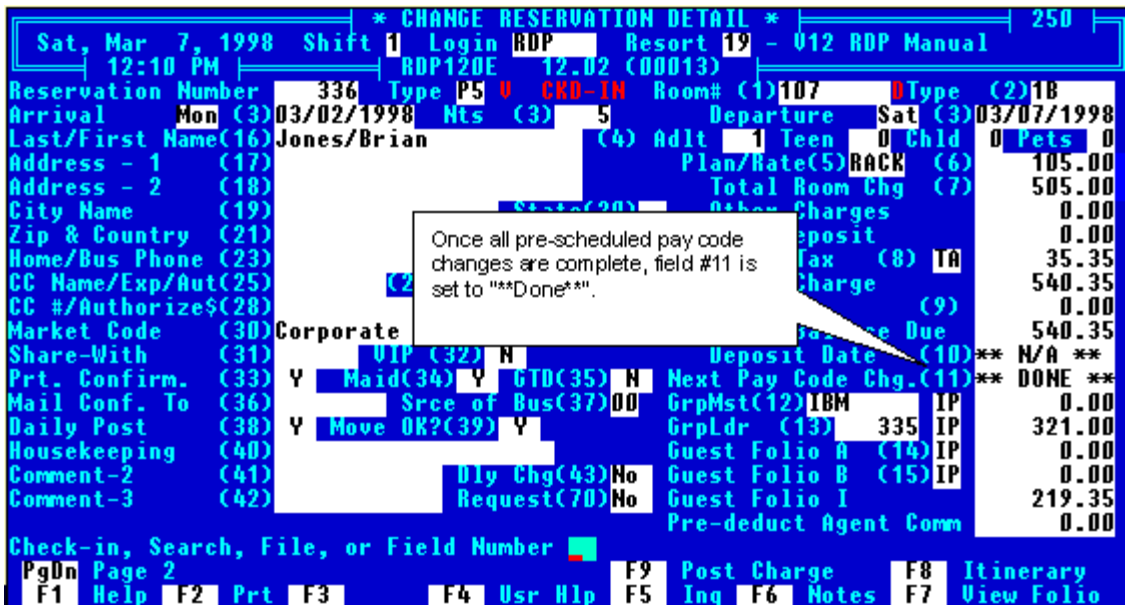


Schedule up to three pre-scheduled group pay code changes using the pop-up window displayed above. In this example, the individual (arriving 3/2/98) is responsible for all charges the night of arrival. Then, for March 3rd through the 5th, the group leader is paying room and tax (pay code GA). On the final night of the guest stay the individual is again responsible for all charges.

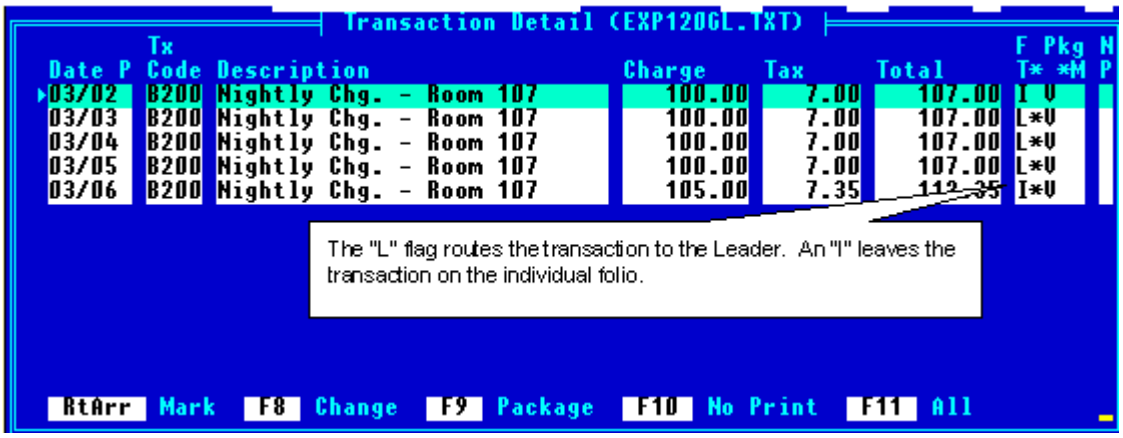
When a group pay code change is pre-scheduled, field number 11 on the first reservation screen displays the date of the next pre-scheduled change.


* CHANGE RESERVATION DETAIL *
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:53 PM RDP12DE 12.02 (00013)
Reservation Number 337 Type P4 V ADVRES Room# (1)325 Type (2)1B
Arrival Mon (3)03/02/1998 Nts (3) 5 Departure Sat (3)03/07/1998
Last/First Name(16)Jones/Brian (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17)
Address - 2 (18)
City Name (19)
Zip & Country (21)
Home/Bus Phone (23)
CC Name/Exp/Aut(25)
CC #/Authorize$(28)
Market Code (30)Corporate - Group 04
Share-With (31)
Prt. Confirm. (33) Y
Mail Conf. To (36)
Daily Post (38)
Housekeeping (40)
Comment-2 (41)
Comment-3 (42)
Field #11 on the first reservation screen displays the date for the next group pay code change.
Check-in, Search, File, or Field Number
PgDn Page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio F8 Itinerary F9 Post Charge

If a reservation does NOT have pre-scheduled group pay code changes, field #11 is set to "**None**". After all pre-scheduled rate changes are complete, field number 11 is set to "**Done**".


* CHANGE RESERVATION DETAIL *
Sat, Mar 7, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:10 PM RDP120E 12.02 (00013)
Reservation Number 336 Type P5 V CKD-IN Room# (1) 107 Type (2) 1B
Arrival Mon (3) 03/02/1998 Nts (3) 5 Departure Sat (3) 03/07/1998
Last/First Name (16) Jones/Brian (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17) Plan/Rate(5) RACK (6) 105.00
Address - 2 (18) Total Room Chg (7) 505.00
City Name (19) Charges 0.00
Zip & Country (21) eposit 0.00
Home/Bus Phone (23) Tax (8) TA 35.35
CC Name/Exp/Aut (25) harge 540.35
CC #/Authorize$ (28) (9) 0.00
Market Code (30) Corporate e Due 540.35
Share-With (31) VIP (32) N Deposit Date (10) ** N/A **
Prt. Confirm. (33) Y Maid(34) Y GTD(35) N Next Pay Code Chg.(11) ** DONE **
Mail Conf. To (36) Srce of Bus(37) 00 GrpMst(12) IBM IP 0.00
Daily Post (38) Y Move OK?(39) Y GrpLdr (13) 335 IP 321.00
Housekeeping (40) Guest Folio A (14) IP 0.00
Comment-2 (41) Dly Chg(43) No Guest Folio B (15) IP 0.00
Comment-3 (42) Request(7D) No Guest Folio I 219.35
Pre-deduct Agent Comm 0.00
Once all pre-scheduled pay code changes are complete, field #11 is set to "**Done**".
Check-in, Search, File, or Field Number
PgDn Page 2 F9 Post Charge F8 Itinerary
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 View Folio

Looking at the reservation transactions, those flagged "L" are billed to the group leader, while those flagged "I" are paid by the individual.


Transaction Detail (EXP120GL.TXT)
Date P Tx Code Description Charge Tax Total F Pkg N T* *M P
03/02 B200 Nightly Chg. - Room 107 100.00 7.00 107.00 I V
03/03 B200 Nightly Chg. - Room 107 100.00 7.00 107.00 L*V
03/04 B200 Nightly Chg. - Room 107 100.00 7.00 107.00 L*V
03/05 B200 Nightly Chg. - Room 107 100.00 7.00 107.00 L*V
03/06 B200 Nightly Chg. - Room 107 105.00 7.35 112.35 I*V
The "L" flag routes the transaction to the Leader. An "I" leaves the transaction on the individual folio.
RtArr Mark F8 Change F9 Package F10 No Print F11 All

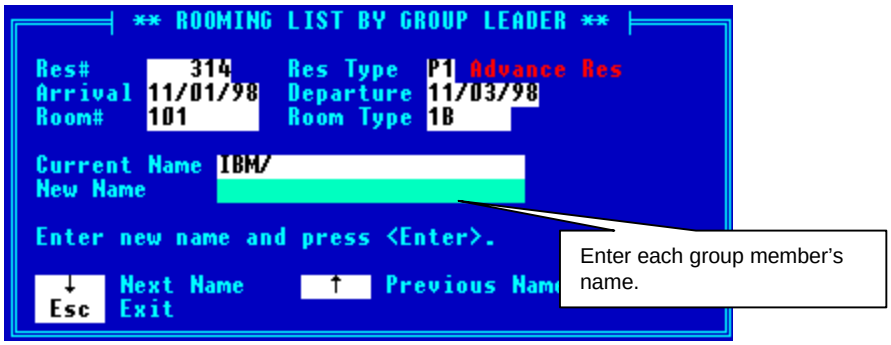
Enabling Pre-Scheduled Group Pay Code Changes

1. Update to the most current revision of Version 12.02.
2. Set switch #420-6 to YES.

Rooming Lists and Assigning Unit Numbers

Enter guest names and unit numbers for reservations made with option “102” - “Group - New Reservations” with the RDP120 power user menu.

After accessing the group leader reservation in 120, all reservations attached to the leader are displayed. To enter the rooming list, use power user option “H” - “Group Leader Rooming List”. This option displays the current name (the name of the group) and has a prompt for the new name:

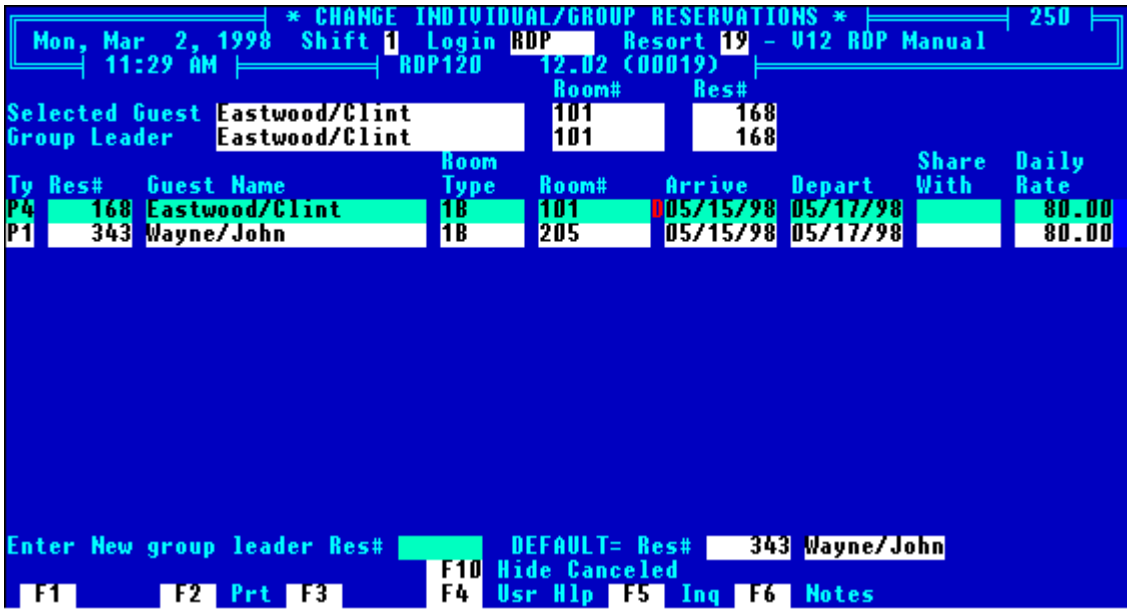


Canceling Group Leader Reservations

Room numbers may be added or changed with power user option “3” - “Change/Assign Unit Number”.

Version 12.02 allows a new group leader to be assigned when a group leader cancels. This feature eliminates the need to cancel an entire group when the leader cancels.

In a group reservation scenario, the following prompt displays when a group leader cancels.


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:29 AM RDP120 12.02 (00019)
Room# Res#
Selected Guest Eastwood/Clint 101 168
Group Leader Eastwood/Clint 101 168
Ty Res# Guest Name Room Type Room# Arrive Depart Share With Daily Rate
P4 168 Eastwood/Clint 1B 101 05/15/98 05/17/98 80.00
P1 343 Wayne/John 1B 205 05/15/98 05/17/98 80.00
Enter New group leader Res#
DEFAULT= Res# 343 Wayne/John
F10 Hide Canceled
F1 F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

The default "new" group leader is the first future reservation (type 1 - 4) the system finds. If no future reservation exists, the system looks for a checked-in reservation (type 5 or 6). If there is no checked-in reservation, the system looks for a checked-out reservation (type 7 or 8). The new group leader CANNOT be a canceled reservation (type 9).

Once the new group leader is selected, the system processes the following changes:

1. All group member reservations are changed to reflect the new group leader.
2. On the new group leader reservation, any transactions flagged with an "L" are changed to an "I".
3. The group leader pay code on the new reservation is changed to reflect the same pay code that existed on the original leader.

GROUP CONFIRMATIONS

Sending group confirmations through the RDP system is a time-saver for the busy sales professional. Use report 808 on the Group Master Reports Menu. The form can be modified with the Report Writer module. A sample follows:

```
**************************************************************************
*                 GROUP RESERVATION CONFIRMATION LETTER                  *
*                                                                        *
**************************************************************************
   Condominium Control System                      Tue, Sept 3, 1998
   YOUR COMPANY ADDRESS
   CITY, STATE  ZIP CODE
   (XXX) XXX-XXXX


IBM Corporation
1000 Big Blue Parkway
Building #1, Suite #100
Armonk, NY  03251
914/562-5891


   This letter is to inform you that the following reservations have been made:


                                                      Share  Room     Grand    Balance
Guest Name    Res#Ty  Arrival  Departure Room Type    With   Charge   Total    Due
------------  -- --  -------- --------- --------- ------ -------- -------- -------
-
Whitt/Blue     95 P1  09/12/96 09/14/96  THOME                90.00    95.40   95.40
IBM Corp       96 P1  09/12/96 09/14/96  THOME                90.00    95.40   95.40
IBM Corp       97 P1  09/12/96 09/14/96  THOME                90.00    95.40   95.40
IBM Corp       98 P1  09/12/96 09/14/96  THOME                90.00    95.40   95.40
IBM Corp       99 P1  09/12/96 09/14/96  THOME                90.00    95.40   95.40
IBM Corp      100 I1  09/12/96 09/13/96  2B                  125.00   132.50  132.50
IBM Corp      101 I1  09/12/96 09/13/96  2B                  125.00   132.50  132.50
                                                            ======= ======== =======
                                                            700.00   742.00  742.00
```

*See the **System Administrator** chapter for more information on editing and creating custom reports.*

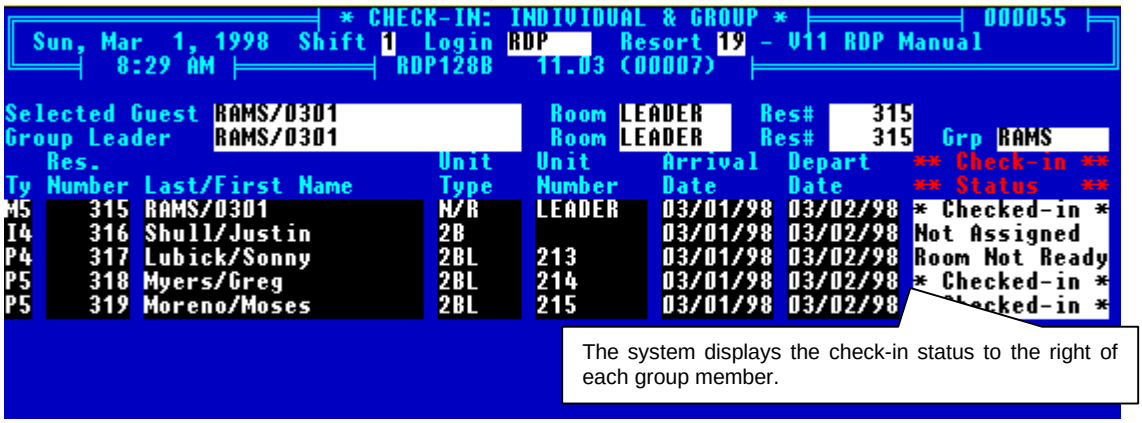
GROUP CHECK-IN AND CHECKOUT

Any groups with a leader are able to utilize the group check-in and group checkout features, two timesaving options when a 75 person bus tour pulls in the parking lot!

Group Check-In

Group check-in is found in RDP120, power user option “G” - “Group Check-In”. The group checkout function is option “G” - “Group Checkout” from the RDP131 power user menu.

Whenever either function is used, messages print to the right of each reservation, displaying the status of the check-in/out:


* CHECK-IN: INDIVIDUAL & GROUP *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
8:29 AM RDP128B 11.03 (00007)
Selected Guest RAMS/0301 Room LEADER Res# 315
Group Leader RAMS/0301 Room LEADER Res# 315 Grp RAMS
Ty Res. Number Last/First Name Unit Type Unit Number Arrival Date Depart Date ** Check-in ** ** Status **
M5 315 RAMS/0301 N/R LEADER 03/01/98 03/02/98 * Checked-in *
I4 316 Shull/Justin 2B 03/01/98 03/02/98 Not Assigned
P4 317 Lubick/Sonny 2BL 213 03/01/98 03/02/98 Room Not Ready
P5 318 Myers/Greg 2BL 214 03/01/98 03/02/98 * Checked-in *
P5 319 Moreno/Moses 2BL 215 03/01/98 03/02/98
The system displays the check-in status to the right of each group member.

Group check-in messages include:

Message	Description
Checked-In	The guest is now checked-in to the system.
Not Assigned	No unit number assigned, still an inventory reservation.
Room Occupied	Room Occupied The assigned room is still occupied by the previous guest.
Resv. Check-In	Resv. Check-In Guest has already been checked in to RDP.
Room Not Ready	Room Not Ready Assigned room is dirty.

Group check-in displays the status of each reservation. Resolve any discrepancies such as occupied rooms, dirty rooms, unassigned rooms, etc. through the power user menu. Once all changes are made use option G - Group check-in, again.

Please see the section titled System Switches - Option 423 at the beginning of this chapter for additional information on group check-in and dirty rooms.

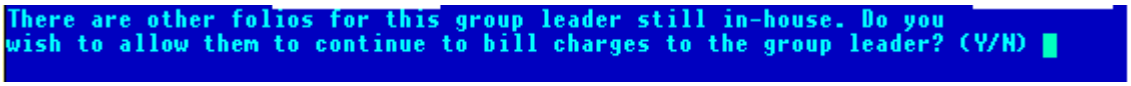
Group Checkout

Group checkout displays similar messages to the right of the departure date, including:

Group Leader	For billing purposes, the group leader must be checked-out individually. For example, the leader may be leaving but charges from a particular member will continue to accrue.
Prev. Checkout	The group member has already been checked-out of RDP.
Balance Due	The group member has an individual balance due and must be checked-out individually.
Early Departure	The group member's departure date is in the future. Check this guest out individually.
Checked Out	Group member has been checked-out of the system and any applicable charges have been transferred to the leader reservation.

Early Group Leader Checkout

Sometimes it is necessary for the group leader to leave early or for a group member to stay an extra day. In these scenarios, charges can continue to accrue on the group leader's folio, however the system warns:

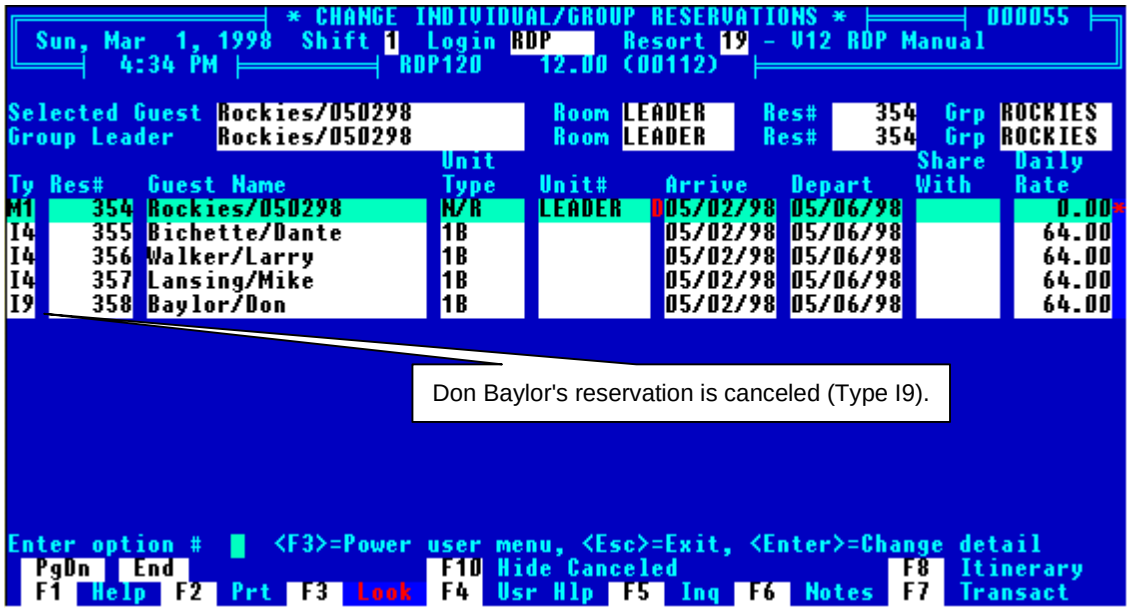

There are other folios for this group leader still in-house. Do you
wish to allow them to continue to bill charges to the group leader? (Y/N)

Entering a "Y" at the above prompt allow all currently checked-in members to continue charging to the leader folio. An "N" would not allow any more charges to accumulate on the leader folio.

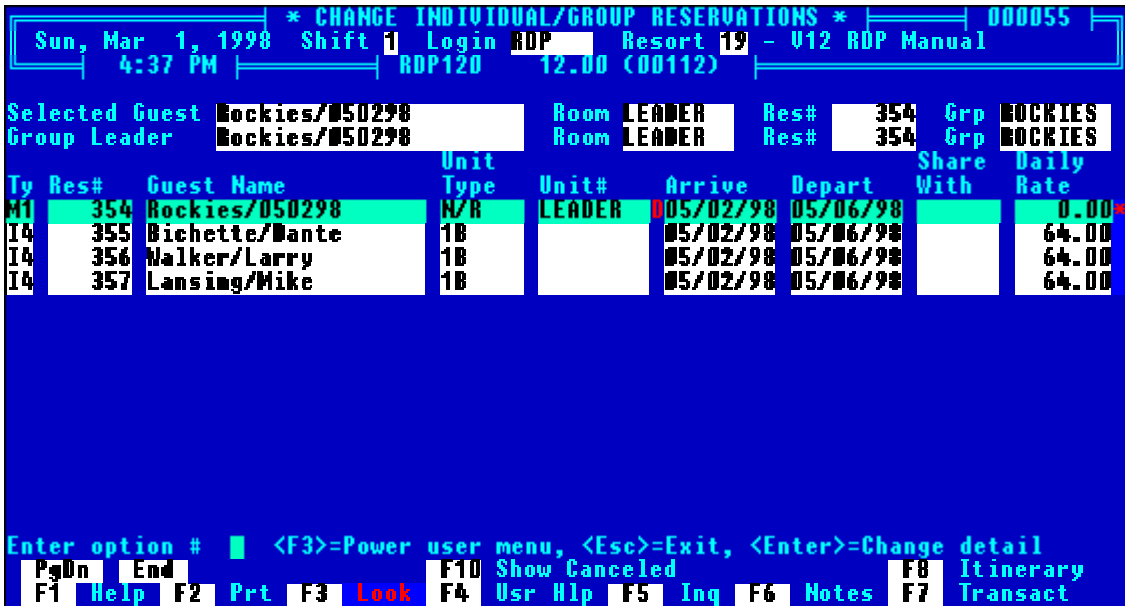
To allow only selected group members to continue to charge to the leader folio, answer "YES" to the above question and change the leader payment code (field #64 on the second reservation screen) to IP, Individual Pays, on those members who cannot continue to charge to the leader.

Suppressing Canceled Folios during Check-In and Checkout

Use the <F10> key to toggle the viewing of canceled reservations. In the example below, the Colorado Rockies have reserved four rooms for May 2 - 6. One reservation has been canceled (Don Baylor - reservation type I9).


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:34 PM RDP120 12.00 (00112)
Selected Guest Rockies/050298 Room LEADER Res# 354 Grp ROCKIES
Group Leader Rockies/050298 Room LEADER Res# 354 Grp ROCKIES
Ty Res# Guest Name Unit Type Unit# Arrive Depart Share With Daily Rate
M1 354 Rockies/050298 N/R LEADER 05/02/98 05/06/98 0.00
I4 355 Bichette/Dante 1B 05/02/98 05/06/98 64.00
I4 356 Walker/Larry 1B 05/02/98 05/06/98 64.00
I4 357 Lansing/Mike 1B 05/02/98 05/06/98 64.00
I9 358 Baylor/Don 1B 05/02/98 05/06/98 64.00
Don Baylor's reservation is canceled (Type I9).
Enter option # <F3>=Power user menu, <Esc>=Exit, <Enter>=Change detail
PgDn End F10 Hide Canceled F8 Itinerary
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F7 Transact

The <F10> key in the bottom-middle of the screen has a description of "Hide Canceled". Meaning that by pressing <F10>, the system will not display the canceled reservations in the group (see below).


* CHANGE INDIVIDUAL/GROUP RESERVATIONS *
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:37 PM RDP120 12.00 (00112)
Selected Guest Rockies/050298 Room LEADER Res# 354 Grp ROCKIES
Group Leader Rockies/050298 Room LEADER Res# 354 Grp ROCKIES
Ty Res# Guest Name Unit Type Unit# Arrive Depart Share With Daily Rate
M1 354 Rockies/050298 N/R LEADER 05/02/98 05/06/98 0.00
I4 355 Bichette/Dante 1B 05/02/98 05/06/98 64.00
I4 356 Walker/Larry 1B 05/02/98 05/06/98 64.00
I4 357 Lansing/Mike 1B 05/02/98 05/06/98 64.00
Enter option # <F3>=Power user menu, <Esc>=Exit, <Enter>=Change detail
PgDn End F10 Show Canceled F8 Itinerary
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F7 Transact

With canceled reservations suppressed, Don Baylor's reservation does not display along with the rest of the group. In addition, the description alongside the <F10> key reads, "Show Canceled".

Canceled reservations are suppressed until the toggle is changed. Escaping out of RDP120 or RDP130 does NOT "reset" the toggle.

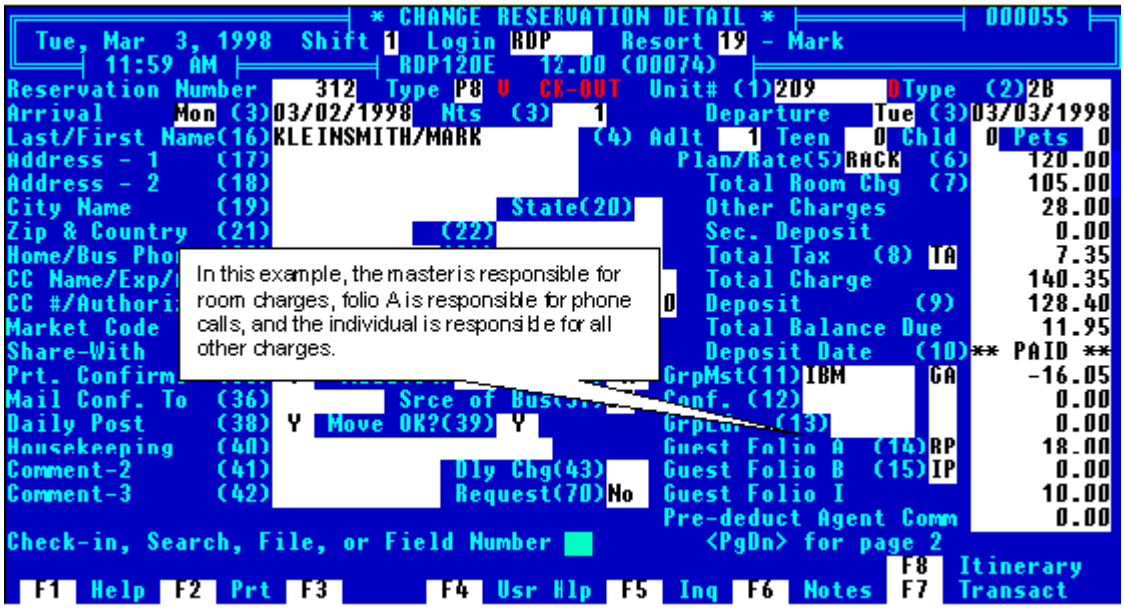
Billing Group Masters and Leaders After Checkout

Bill group masters and leaders AFTER a guest checks out with two power user options in RDP130:

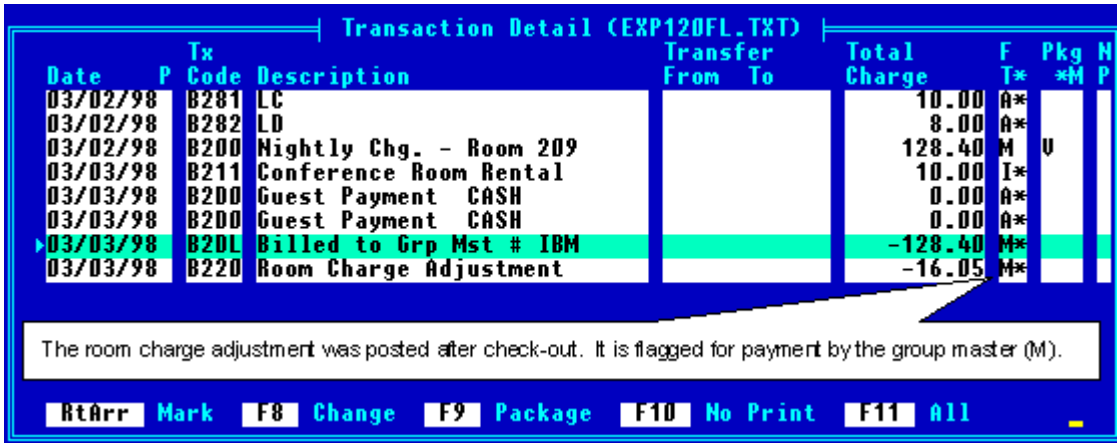
1. "Q" - "Invoice Group Master Now"
2. "R" - "Bill to Group Leader"

These powerful options allow transactions to be posted directly to a reservation and transferred to either the master or leader after the guest checks out. Room charge adjustments can be posted to the guest and then transferred to the master in order for the correct balance to display on the group master statement.

For example, the following reservation has three billing entities, a group master, folio A, and folio I. The group master is responsible for room charges (Group Pay Code GA), folio A is responsible for telephone calls (Group Pay Code RP), and the individual is responsible for all other charges. This configuration is seen below.


* CHANGE RESERVATION DETAIL *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - Mark
11:59 AM RDP120E 12.00 (00074)
Reservation Number 312 Type P8 V CK-OUT Unit# (1)209 DType (2)2B
Arrival Mon (3)03/02/1998 Nts (3) 1 Departure Tue (3)03/03/1998
Last/First Name(16)KLEINSMITH/MARK (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17) Plan/Rate(5)RACK (6) 120.00
Address - 2 (18) Total Room Chg (7) 105.00
City Name (19) State(20) Other Charges 28.00
Zip & Country (21) (22) Sec. Deposit 0.00
Total Tax (8) TA 7.35
Total Charge 140.35
Deposit (9) 128.40
Total Balance Due 11.95
Deposit Date (10)** PAID **
GrpMst(11)IBM GA -16.05
Conf. (12) 0.00
Guest Folio A (14)RP 18.00
Guest Folio B (15)IP 0.00
Guest Folio I 10.00
Pre-deduct Agent Comm 0.00
In this example, the master is responsible for room charges, folio A is responsible for phone calls, and the individual is responsible for all other charges.
Market Code
Share-With
Prt. Confirm
Mail Conf. To (36)
Daily Post (38) Y
Housekeeping (40)
Comment-2 (41)
Comment-3 (42)
Move OK?(39) Y
Dly Chg(43)
Request(70)No
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact F8 Itinerary

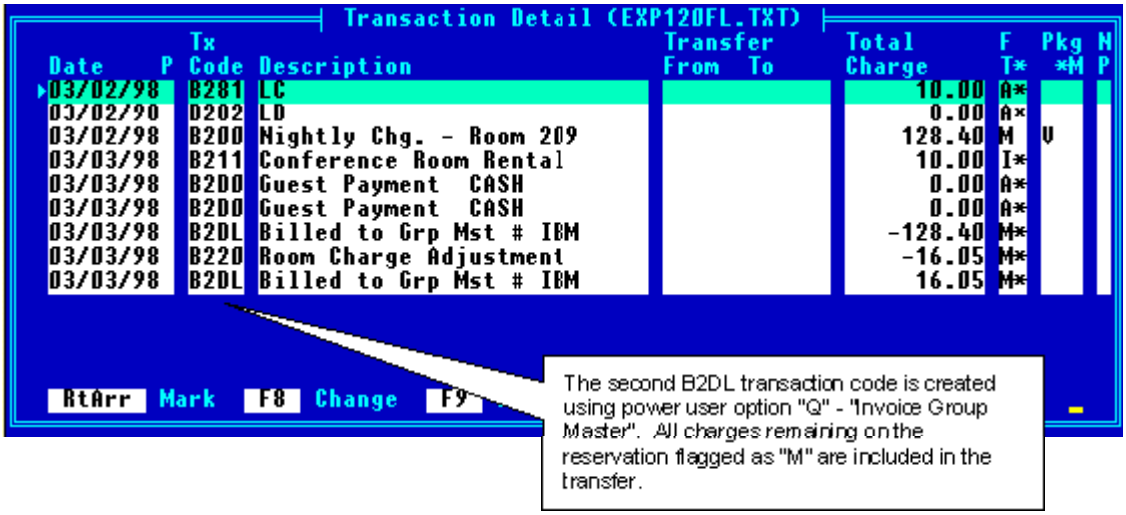
Looking at the transactions posted on this reservation, a B2DL code has already been generated by the checkout process, transferring the nightly room charge from 03/03/98 to the group master. However, it appears that a room charge adjustment for a credit of $16.05 was posted to the reservation after checkout.


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/02/98 B281 LC 10.00 A*
03/02/98 B282 LD 8.00 A*
03/02/98 B200 Nightly Chg. - Room 209 128.40 M V
03/03/98 B211 Conference Room Rental 10.00 I*
03/03/98 B200 Guest Payment CASH 0.00 A*
03/03/98 B200 Guest Payment CASH 0.00 A*
03/03/98 B2DL Billed to Grp Mst # IBM -128.40 M*
03/03/98 B220 Room Charge Adjustment -16.05 M*
The room charge adjustment was posted after check-out. It is flagged for payment by the group master (M).
RtArr Mark F8 Change F9 Package F10 No Print F11 All

Use power user option "Q" in order to bill the group master for this room charge adjustment (a credit in this example). After choosing option "Q", the system first alerts the user that a credit balance will be transferred.

Next, the system verifies the total being transferred to the group master.

Once the transfer process is complete, pressing <F7> reveals another B2DL transaction code, this time transferring the room charge adjustment to the group master.


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/02/98 B281 LC 10.00 A*
03/02/98 B202 LD 0.00 A*
03/02/98 B2DD Nightly Chg. - Room 209 128.40 M V
03/03/98 B211 Conference Room Rental 10.00 I*
03/03/98 B2DD Guest Payment CASH 0.00 A*
03/03/98 B2DD Guest Payment CASH 0.00 A*
03/03/98 B2DL Billed to Grp Mst # IBM -128.40 M*
03/03/98 B22D Room Charge Adjustment -16.05 M*
03/03/98 B2DL Billed to Grp Mst # IBM 16.05 M*
RtArr Mark F8 Change F9
The second B2DL transaction code is created using power user option "Q" - "Invoice Group Master". All charges remaining on the reservation flagged as "M" are included in the transfer.

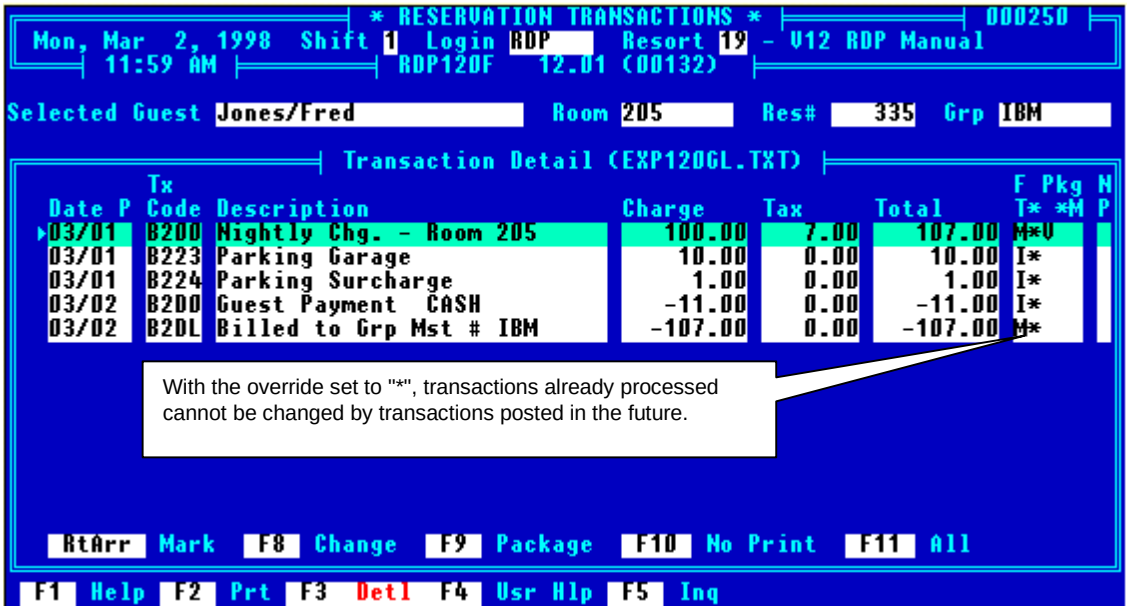
CHANGING GROUP MEMBER RESERVATIONS AFTER CHECKOUT

RDP has made several changes in recent releases giving the user additional control over changes made to group member reservations AFTER checkout. This section highlights these changes.

Transactions & Checked-Out Group Reservations

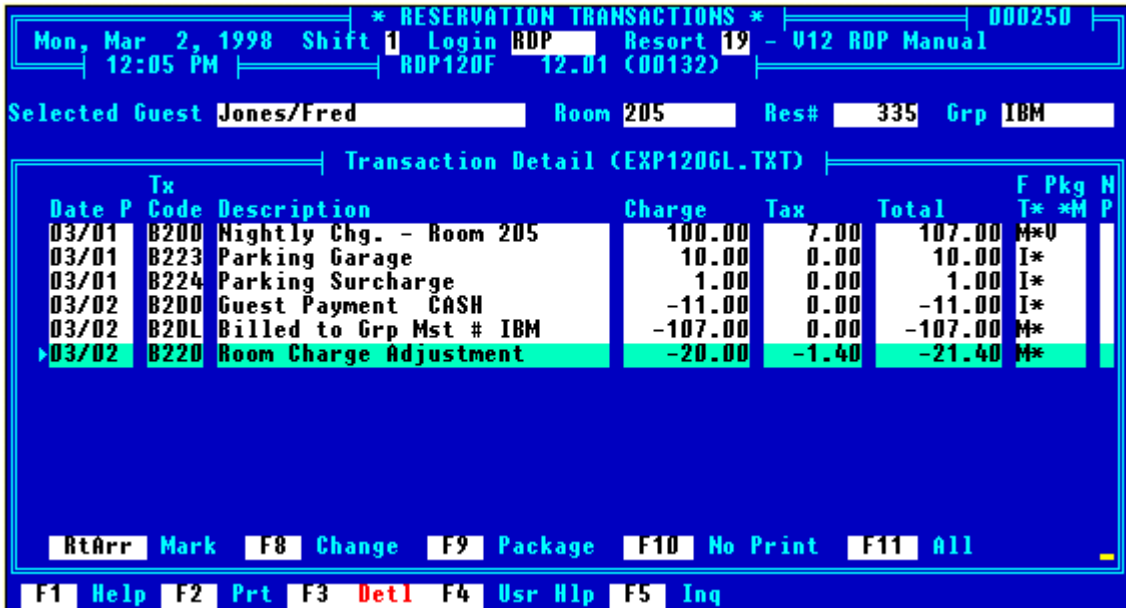
Transactions on checked-out group reservations have the following attributes:

1. At checkout, the folio type override is set to "*" on all transactions.

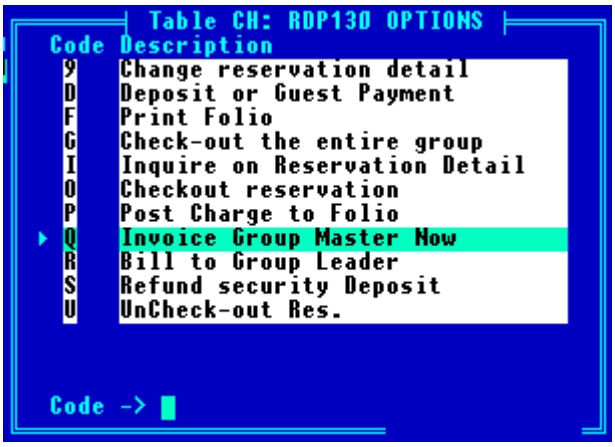

* RESERVATION TRANSACTIONS *
000250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:59 AM RDP120F 12.01 (00132)
Selected Guest Jones/Fred Room 205 Res# 335 Grp IBM
Transaction Detail (EXP120GL.TXT)
Date P Tx Code Description Charge Tax Total F Pkg N T* *M P
03/01 B200 Nightly Chg. - Room 205 100.00 7.00 107.00 M*V
03/01 B223 Parking Garage 10.00 0.00 10.00 I*
03/01 B224 Parking Surcharge 1.00 0.00 1.00 I*
03/02 B200 Guest Payment CASH -11.00 0.00 -11.00 I*
03/02 B20L Billed to Grp Mst # IBM -107.00 0.00 -107.00 M*
With the override set to "*", transactions already processed cannot be changed by transactions posted in the future.
RtArr Mark F8 Change F9 Package F10 No Print F11 All
F1 Help F2 Prt F3 Detl F4 Usr Hlp F5 Inq

2. If option "996" - "Reset Transactions" is run from the System Utilities menu on a checked-out reservation, and the folio type override is blank, 996 changes the override to “*”.

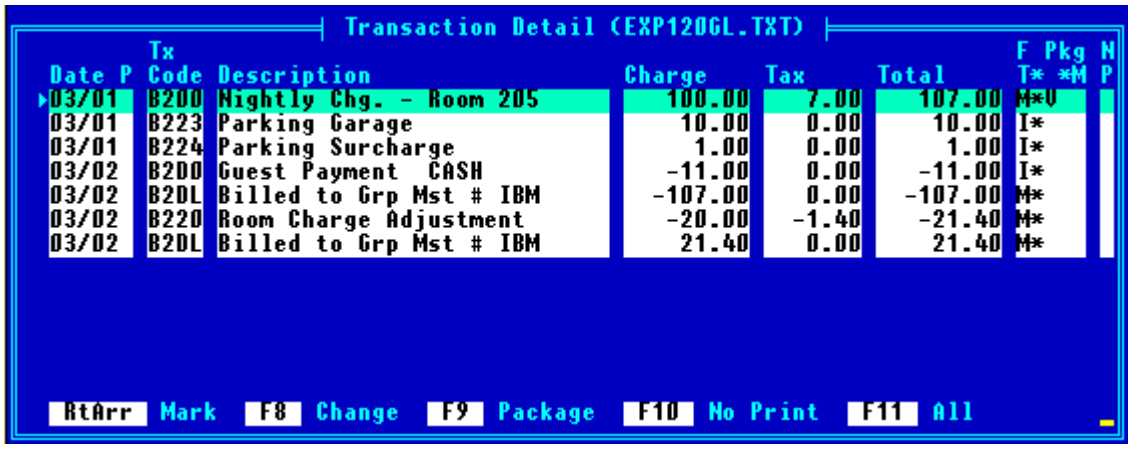
3. All transactions posted after checkout have the folio type override set to “*”. For example, a room charge adjustment is posted to the reservation in order to account for a discount that was not originally posted. This folio type override automatically contains the asterisk, seen below.


* RESERVATION TRANSACTIONS *
000250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:05 PM RDP120F 12.01 (00132)
Selected Guest Jones/Fred Room 205 Res# 335 Grp IBM
Transaction Detail (EXP120GL.TXT)
Date P Tx Code Description Charge Tax Total F Pkg N T* *M P
03/01 B200 Nightly Chg. - Room 205 100.00 7.00 107.00 M*V
03/01 B223 Parking Garage 10.00 0.00 10.00 I*
03/01 B224 Parking Surcharge 1.00 0.00 1.00 I*
03/02 B200 Guest Payment CASH -11.00 0.00 -11.00 I*
03/02 B20L Billed to Grp Mst # IBM -107.00 0.00 -107.00 M*
03/02 B220 Room Charge Adjustment -20.00 -1.40 -21.40 M*
RtArr Mark F8 Change F9 Package F10 No Print F11 All
F1 Help F2 Prt F3 Detl F4 Usr Hlp F5 Inq

After the adjustment is posted, use RDP131 power user option "Q" - "Bill Group Master Now" to credit the master for the discount posted to the reservation.



Power user option "Q" generates an additional B2DL code, also marked with the asterisk in the folio type override column.


Transaction Detail (EXP120GL.TXT)
Date P Tx Code Description Charge Tax Total F Pkg N T* *M P
03/01 B2DD Nightly Chg. - Room 205 100.00 7.00 107.00 M*V
03/01 B223 Parking Garage 10.00 0.00 10.00 I*
03/01 B224 Parking Surcharge 1.00 0.00 1.00 I*
03/02 B2DD Guest Payment CASH -11.00 0.00 -11.00 I*
03/02 B2DL Billed to Grp Mst # IBM -107.00 0.00 -107.00 M*
03/02 B22D Room Charge Adjustment -20.00 -1.40 -21.40 M*
03/02 B2DL Billed to Grp Mst # IBM 21.40 0.00 21.40 M*
RtArr Mark F8 Change F9 Package F10 No Print F11 All

Changing Masters and Pay Codes After Checkout

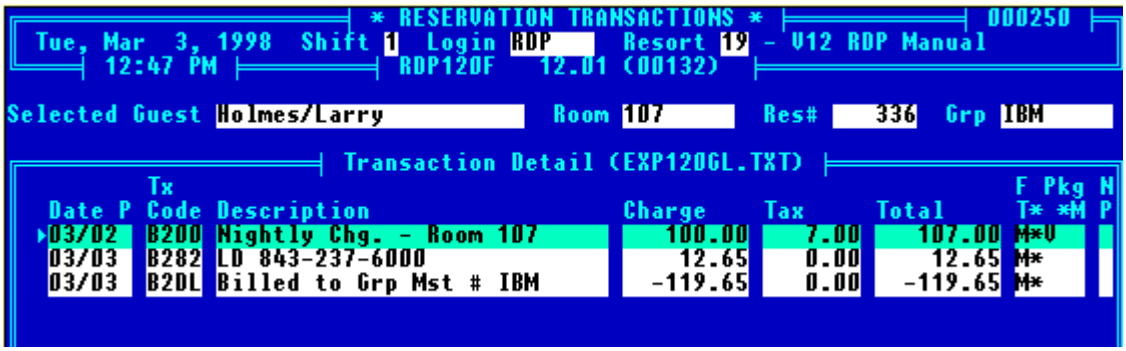
Use the following guidelines for adding or changing group masters after checkout.

1. A group master can be added anytime after checkout.
2. The group master can be changed after checkout if the master portion on the reservation is 0.00.
3. The group master cannot be deleted from the reservation after checkout.
4. The group master pay code can be changed after checkout. However, the pay code change does NOT affect transactions already posted because the folio type override has been set to “*”, as explained above. Only transactions posted after the pay code change are stamped with the new code.
5. Group masters can be billed multiple times. If there is a group master balance on a reservation at checkout, the system creates a “B2DL” – "Billed to Group Master" transaction code which zeroes out the group master balance. If subsequent transactions are posted to the reservation that should be billed to the group master, use RDP131 power user option "Q" – "Invoice Group Master Now" to generate additional B2DL codes (see the example above).
6. Switch 422-14 – “Transfer group master balance to city ledger at checkout” controls whether the group master balance is automatically transferred at checkout. The default setting is YES.

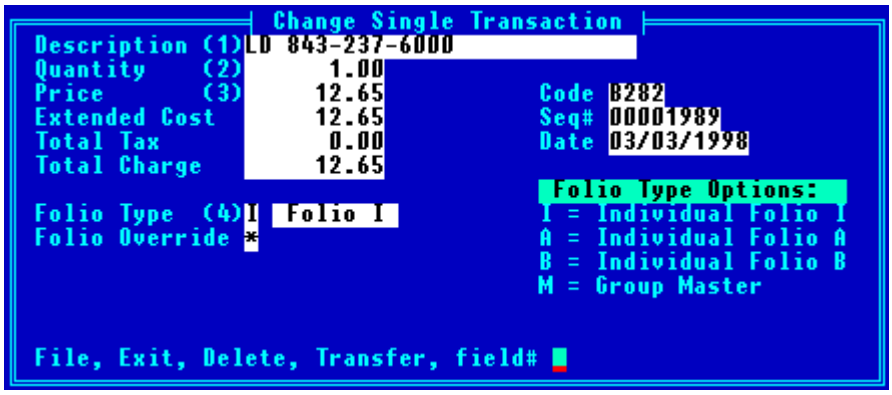
   With this switch set to NO, the group master balance remains on the reservation. The reservation then appears on Report 769, Checked-out Guests with a Balance Due. Use Option 131-Q for transferring the master balance to the group master account.

The folio type on existing transactions can be changed manually using <F8 - CHANGE>. If the folio type is changed, the balance is reversed on the reservation for the old folio type.

Example: A reservation checks-out and the group master is incorrectly billed $119.65.


* RESERVATION TRANSACTIONS *
000250
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:47 PM RDP120F 12.01 (00132)
Selected Guest Holmes/Larry Room 107 Res# 336 Grp IBM
Transaction Detail (EXP120GL.TXT)
Date P Tx Code Description Charge Tax Total F Pkg N T* *M P
03/02 B200 Nightly Chg. - Room 107 100.00 7.00 107.00 M*V
03/03 B282 LD 843-237-6000 12.65 0.00 12.65 M*
03/03 B2DL Billed to Grp Mst # IBM -119.65 0.00 -119.65 M*

The folio type on these two transactions is changed to "I" using <F8>.



The group master balance on the reservation is changed to –$119.65, and the Guest Folio I balance is now $119.65.

* CHANGE RESERVATION DETAIL *
000250
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:52 PM RDP120E 12.01 (00132)
Reservation Number 336 Type P8 V CK-OUT Room# (1) 107 DType (2) 1B
Arrival Mon (3) 03/02/1998 Nts (3) 1 Departure Tue (3) 03/03/1998
Last/First Name (16) Holmes/Larry (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17) Plan/Rate(5) RACK (6) 100.00
Address - 2 (18) Total Room Chg (7) 100.00
City Name (19) State(20) Other Charges 12.65
Zip & Country (21) (22) Sec. Deposit 0.00
Home/Bus Phone (23) (24) Total Tax (8) TA 7.00
CC Name/Exp/Aut (25) (26) (27) Total Charge 119.65
CC #/Authorize$ (28) (29) 0.00 Deposit (9) 119.65
Market Code (30) Regular Guest PN Total Balance Due 0.00
Share-With (31) VIP (32) N Deposit Date (10) ** PAID **
Prt. Confirm. (33) N Maid(34) Y GTD(35) N GrpMst(11) IBM GB -119.65
Mail Conf. To (36) Srce of Bus(37) 00 Conf. (12) 0.00
Daily Post (38) Y Move OK?(39) Y GrpLdr (13) 0.00
Housekeeping (40) Guest Folio A (14) IP 0.00
Comment-2 (41) Dly Chg(43) No Guest Folio B (15) IP 0.00
Comment-3 (42) Request(70) No Guest Folio I 119.65
Pre-deduct Agent Comm 0.00
Checked-out reservation. Continue (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Use RDP131 power user option Q to generate a “B2DL” code for -$119.65, zeroing-out the incorrect balance transferred to the master record.

Having the ability to add or change a group masters and pay codes provides the user with a great deal of flexibility for correcting billing mistakes AFTER a reservation checks out. In order to find billing mistakes, pay close attention to report "769" - "Checked-out Guests with a Balance Due". Watch for reservations with balances in the following fields:

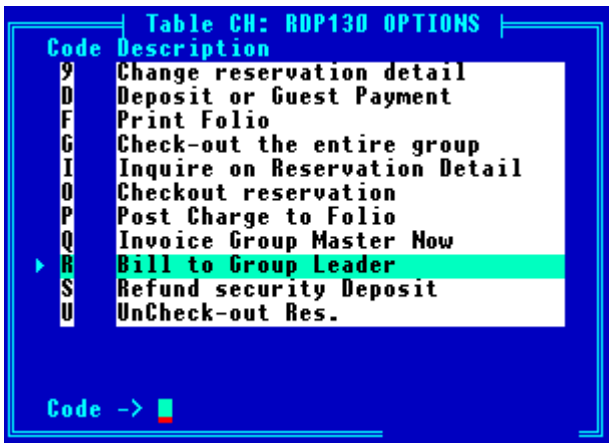
- Group Master
- Group Leader
- Folio I
- Folio A
- Folio B

Because the folio type override flag is set on all transactions at checkout (and those posted after checkout), statistics for group masters are correct regardless of any changes or corrections.

Group Leaders

A reservation's group leader can also be added or changed after checkout. However, the new group leader must be either a future or checked-in reservation. It cannot be checked-out or deleted. Additionally, the group leader cannot be removed from a reservation after checkout.

RDP131 power user option "R" – "Bill Group Leader" can be used to transfer subsequent balances after checkout.



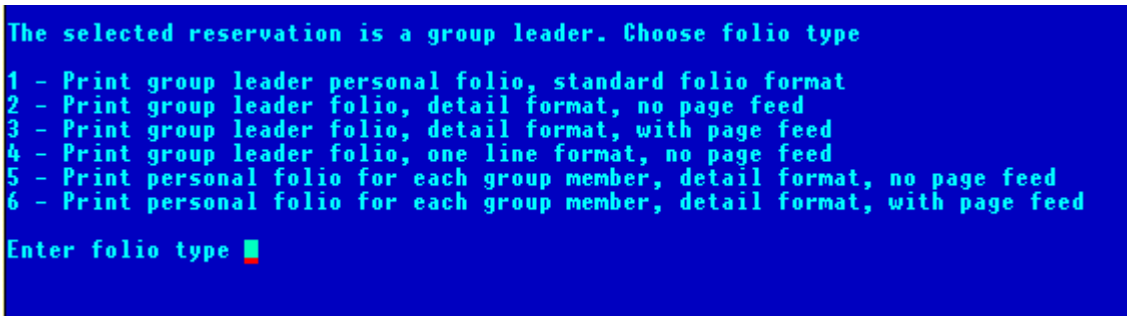
This option is similar to RDP131 power user option Q and can be used for transferring leader balances after checkout. A reservation's group leader balance automatically transfers at checkout. At checkout, the group leader pay code automatically changes to IP (Individual Pays), preventing future transactions from being billed to the leader. However, the group leader pay code can be changed after checkout as long as the group leader is still checked-in. If the group leader is checked-out, the system displays the following error message when changing the pay code.

Additional Notes

1. Reservations can have the same group leader but different group masters. Because group availability is tracked at the master level, availability for group blocks remains in tact with this scenario.
2. Sharewith reservations must have the same group master and the same group leader.

GROUP LEADER FOLIOS

Group leader folios can be printed BEFORE, DURING, or AFTER checkout. This provides a great deal of flexibility for all group billing scenarios. To print group leader folios choose option 120 on the Front Desk Menu and enter the name or reservation number of the leader (or room number if in-house). Once the group leader displays, power user option "F" - "Print Folio" provides the following options:


The selected reservation is a group leader. Choose folio type
1 - Print group leader personal folio, standard folio format
2 - Print group leader folio, detail format, no page feed
3 - Print group leader folio, detail format, with page feed
4 - Print group leader folio, one line format, no page feed
5 - Print personal folio for each group member, detail format, no page feed
6 - Print personal folio for each group member, detail format, with page feed
Enter folio type

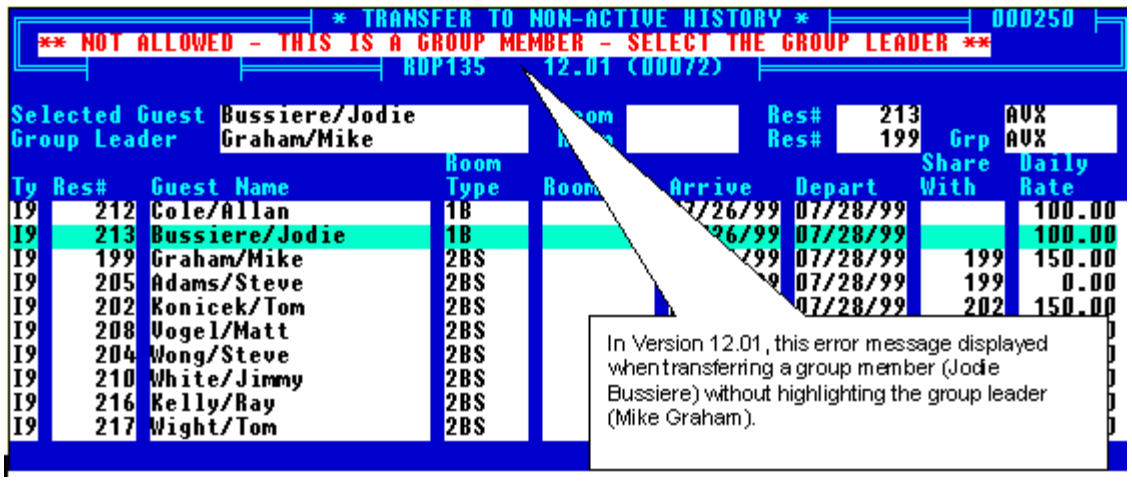
Option	Description
1	Print group leader personal charges only. Choosing option 1 prints only the personal charges for the group leader. This would be the same as an individual group leader folio.
2	Print group leader folio, detail format, no page feed. Choosing option 2 prints all of the charges from every reservation that the leader is responsible for and then list the group leader's personal charges. Each charge that the leader is responsible for is printed. Most group leaders favor this folio type because of its conciseness.
3	Print group leader folio, detail format, with page feed. Choosing option 3 prints the same folio as option 2 except that the listing of charges from each member's reservation would appear on separate pages. Sports teams often request this method because they can pre-pay all charges and receive a separate folio for each player's records.
4	Print group leader folio, one line format, no page feed. Choosing option 4 prints a folio showing a single total for each group member's reservation and details the leader's charges.
5	Prints the entire group's individual paid charges, detail format, no page feed. Choosing option 5 prints a folio that shows each charge for each group member's reservation and details the ledger's charges. Occasionally, a group will pay all charges at checkout and bill its members for any charges the group is not responsible for.
6	Print entire group's individual paid charges, detail format, with page feed. Option 6 is the same as option 5 except each member's charges are on a separate page.

Following is a sample of option “2” - “Print group leader folio, detail format, no page feed”:

```
Folio#:    311

                                        Room: LEADER      Rate: 0.00
                                        Arrive: 03/01/98  Depart: 03/02/98
    Guest Name & Address:               Adults:    1      Chldrn:    0
    --------------------                -----------------------------------
    RAMS/0301                              Room Charge:             .00
                                           Misc-1:                  .00
                                           Misc-2:                  .00
                                           Sec. Dep.:               .00
                                           Tax:                     .00
                                                            ------------
    Other Information:                     Total Charge:            .00
    ------------------------               Deposit:                 .00
    CCard:           Exp:                                   ------------
    CCard#:                                Total Bal. Due:          .00
    Grp/Comp: COLORADO STATE UNIV.         Group Bal. Due:          .00
    Leader:       311                      Leader Bal. Due:         .00
                                           Guest Bal. Due:          .00

Date     From Room 716      Res   307    Price      Tax   Balance
-------- -------------------------- --------- -------- ---------
03/01/98 Room Charge Adjustment         100.00      6.00     106.00  L
Total From Room 716     Res     307  Guest MORENO/MOSES                106.00

Date     From Room 620     Res    308    Price      Tax   Balance
-------- -------------------------- --------- -------- ---------
03/01/98 Room Charge Adjustment         100.00      6.00     106.00  L
Total From Room 620      Res     308  Guest SHULL/JUSTIN                106.00

Date     From Room 625      Res   309   Price      Tax   Balance
-------- -------------------------- --------- -------- ---------
09/12/96 Room Charge Adjustment         100.00      6.00     106.00  L
Total From Room 625         Res   309  Guest LUBICK/SONNY                106.00

Date     From Room 623      Res   310   Price      Tax   Balance
-------- -------------------------- --------- -------- ---------
09/12/96 Room Charge Adjustment         100.00      6.00     106.00  L
Total From Room 623         Res   310  Guest MYERS/GREG                  106.00

Date     Group Leader Direct Charges      Price      Tax   Balance
-------- -------------------------- --------- -------- ---------
Total Direct charges to group leader - RAMS/0301                        0.00
                                                                  ==========
Grand total due from group leader - RAMS/0301                         424.00
```

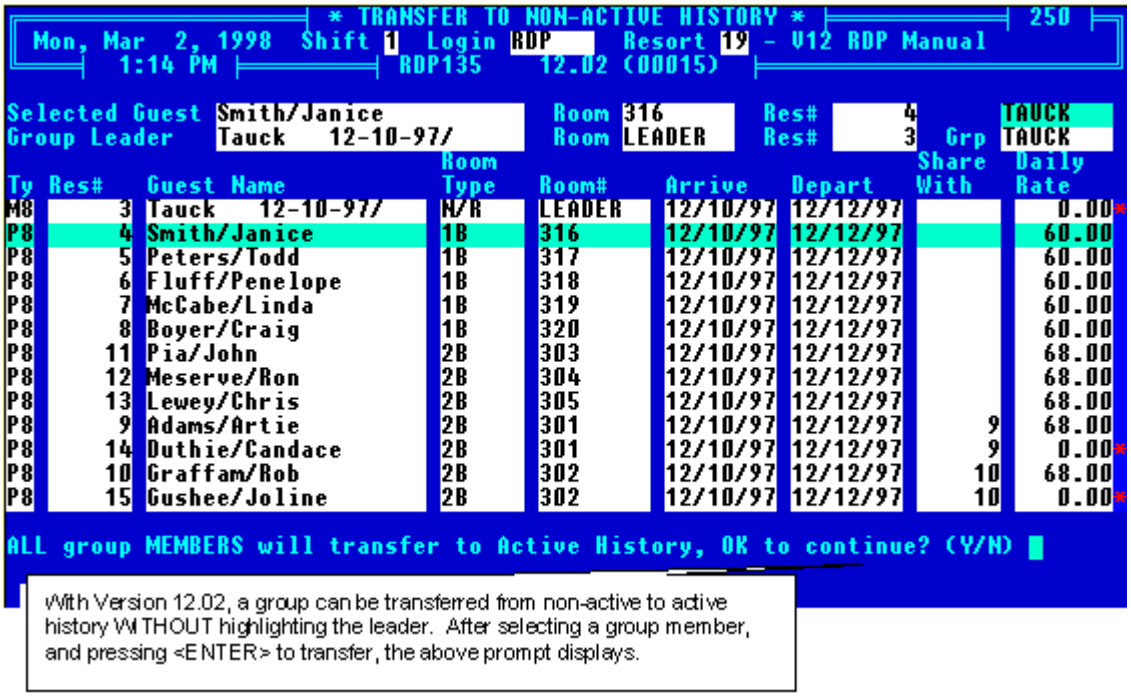
TRANSFERRING GROUP RESERVATIONS TO ACTIVE HISTORY

In previous RDP versions, a group member could not be transferred from non-active to active history without first highlighting the group leader. For example, in Version 12.01, transferring a group member without highlighting the group leader produced the following error message.


* TRANSFER TO NON-ACTIVE HISTORY *
** NOT ALLOWED - THIS IS A GROUP MEMBER - SELECT THE GROUP LEADER **
RDP135 12.01 (00072)
Selected Guest Bussiere/Jodie
Group Leader Graham/Mike
Res# 213
Res# 199 Grp AUX
Ty Res# Guest Name Room Type Arrive Depart Share With Daily Rate
I9 212 Cole/Allan 1B 07/28/99 100.00
I9 213 Bussiere/Jodie 1B 07/28/99 100.00
I9 199 Graham/Mike 2BS 07/28/99 199 150.00
I9 205 Adams/Steve 2BS 07/28/99 199 0.00
I9 202 Konicek/Tom 2BS 07/28/99 202 150.00
I9 208 Vogel/Matt 2BS
I9 204 Wong/Steve 2BS
I9 210 White/Jimmy 2BS
I9 216 Kelly/Ray 2BS
I9 217 Wight/Tom 2BS
In Version 12.01, this error message displayed when transferring a group member (Jodie Bussiere) without highlighting the group leader (Mike Graham).

And, in order to transfer this group, the group leader (reservation #199, Mike Graham) would have to be highlighted.

With Version 12.02, a group can be transferred to active history without first highlighting the leader, seen below.


* TRANSFER TO NON-ACTIVE HISTORY *
Mon, Mar 2, 1998 1:14 PM Shift 1 Login RDP Resort 19 - V12 RDP Manual
RDP135 12.02 (00015)
Selected Guest Smith/Janice
Group Leader Tauck 12-10-97/
Room 316
Room LEADER
Res# 4
Res# 3 Grp TAUCK
Ty Res# Guest Name Room Type Room# Arrive Depart Share With Daily Rate
M8 3 Tauck 12-10-97/ M/R LEADER 12/10/97 12/12/97 0.00
P8 4 Smith/Janice 1B 316 12/10/97 12/12/97 60.00
P8 5 Peters/Todd 1B 317 12/10/97 12/12/97 60.00
P8 6 Fluff/Penelope 1B 318 12/10/97 12/12/97 60.00
P8 7 McCabe/Linda 1B 319 12/10/97 12/12/97 60.00
P8 8 Boyer/Craig 1B 320 12/10/97 12/12/97 60.00
P8 11 Pia/John 2B 303 12/10/97 12/12/97 68.00
P8 12 Meserve/Ron 2B 304 12/10/97 12/12/97 68.00
P8 13 Lewey/Chris 2B 305 12/10/97 12/12/97 68.00
P8 9 Adams/Artie 2B 301 12/10/97 12/12/97 9 68.00
P8 14 Duthie/Candace 2B 301 12/10/97 12/12/97 9 0.00
P8 10 Graffam/Rob 2B 302 12/10/97 12/12/97 10 68.00
P8 15 Gushee/Joline 2B 302 12/10/97 12/12/97 10 0.00
ALL group MEMBERS will transfer to Active History, OK to continue? (Y/N)
With Version 12.02, a group can be transferred from non-active to active history WITHOUT highlighting the leader. After selecting a group member, and pressing <ENTER> to transfer, the above prompt displays.

COMPANY RESERVATIONS

In addition to true groups, most properties also deal with companies who send employees to the property and need a bill at the end of the month or billing period. These companies are defined as group masters in the RDP system and are billed based on reservations for the month.

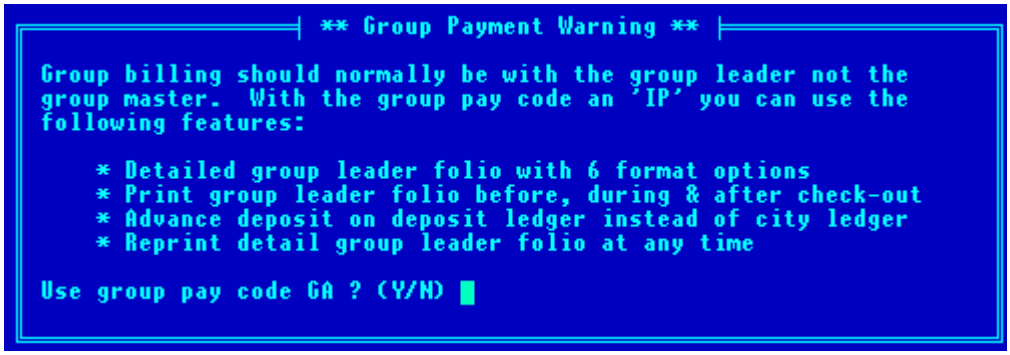
Use the following steps for corporate reservations and billing:

1. Define a Group Master.
2. Make reservations with option 100.
3. Check-in and checkout the reservation.
4. Generate open item statements.
5. Take payments with option 500.

Define a Group Master

Define a group master using the guidelines on pages 8-186 - 8-188. Take note of the following fields for company billing reservations.

Arrival Date (#13)	Since the company will send employees throughout the year, a specific arrival date does not exist.
Cut-Off Date (#14)	Again, since there is not one arrival date, the cut-off date field is irrelevant.
Payment Code (#15)	Enter the payment code which reflects the company's policy. i.e. - If the company pays for room and tax only, enter GA, if the company is paying ALL charges, enter GB. After entering the group pay code, the system warns that many group features are deactivating by billing the master.


** Group Payment Warning **
Group billing should normally be with the group leader not the group master. With the group pay code an 'IP' you can use the following features:
* Detailed group leader folio with 6 format options
* Print group leader folio before, during & after check-out
* Advance deposit on deposit ledger instead of city ledger
* Reprint detail group leader folio at any time
Use group pay code GA ? (Y/N)

Because the company is billed monthly for reservations, enter a "Y" to continue, deactivating all group leader features.

Room Block (#30)	If the group requires a set amount of rooms per night, or on certain nights, block the rooms in option 551 and enter a "Y" in field #30. If the company sends employees to the property sporadically, enter an "N" in field #30.

Group Charges (#31)	If the company is paying for room and tax and does not want these charges to appear on the individual's folio, enter an "N" in field #31. With an "N" in field #31, only charges flagged for individual pay print on the guest folio.
Statement (#33)	Enter an "N" if the company statement should reflect all "open" reservations (those with a balance). Enter a "Y" if the statement should reflect the amount due at the end of the last billing period plus all new activity. Most properties use the open item statement because it does not lose any detail from month to month. For example, a reservation from June will print in November if it has not been paid in full.
Billing (#35)	The "Allow reservations to charge" flag is set to "Y" for any company that needs a bill on a monthly basis. With this flag set to "Y", charges can accrue on the group master and payments can be recorded.

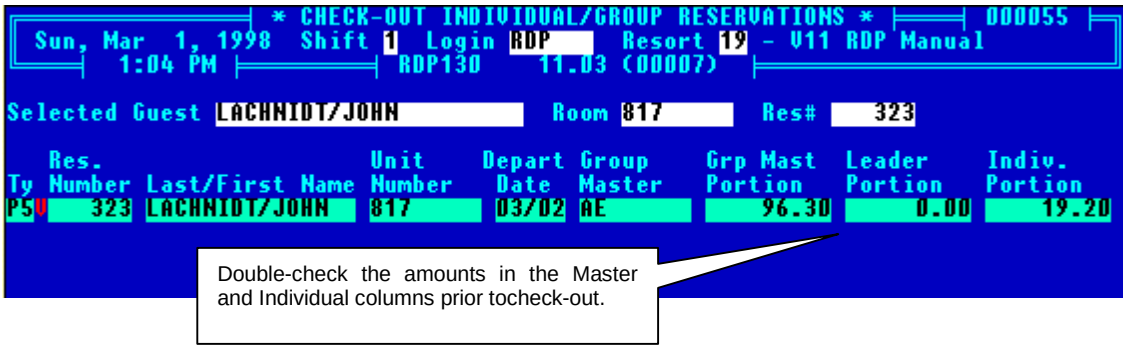
Make Reservations with Option 100

Make company reservations with option 100 from the Reservations, Front Desk, or Night Audit Menus. Enter the company name as the Group Master. The system displays the company information and prompts for verification. After verifying the group master, press <ENTER> to accept the default group master pay code. Next, the system prompts for a group leader reservation number. Press <ENTER> to accept the default of "None". The next prompt is:

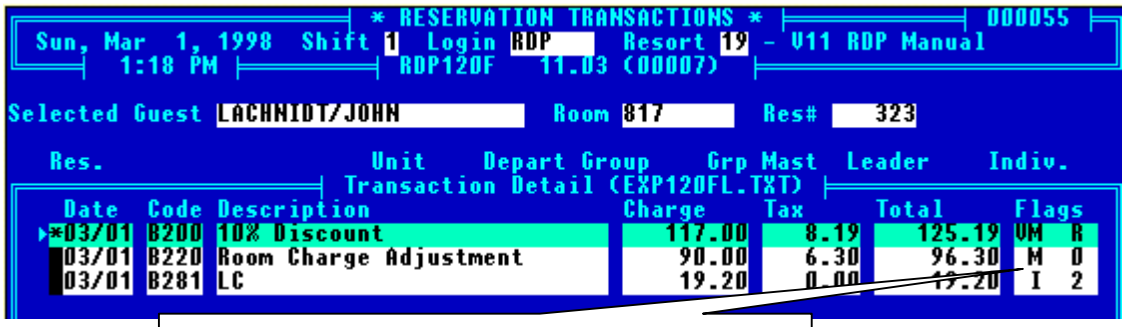
Enter an "N" since no group leader exists and complete the remainder of the reservation.

Check-In/Checkout

Use options 120 and 131 in order to check-in and checkout the company reservation. At checkout all "group pay" charges are automatically transferred to the master. As mentioned in the ***Front Desk*** chapter, use the 131 display screen to double-check the group pay amounts prior to checkout:


* CHECK-OUT INDIVIDUAL/GROUP RESERVATIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:04 PM RDP130 11.03 (00007)
Selected Guest LACHNIDT/JOHN Room 817 Res# 323
Res. Unit Depart Group Grp Mast Leader Indiv.
Ty Number Last/First Name Number Date Master Portion Portion Portion
P5U 323 LACHNIDT/JOHN 817 03/02 AE 96.30 0.00 19.20
Double-check the amounts in the Master and Individual columns prior tocheck-out.

In order to verify the amounts on the 131 display screen, press <F7 - TRANSACTIONS> to view specific charges:


* RESERVATION TRANSACTIONS *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:18 PM RDP120F 11.03 (00007)
Selected Guest LACHNIDT/JOHN Room 817 Res# 323
Res. Unit Depart Group Grp Mast Leader Indiv.
Transaction Detail (EXP120FL.TXT)
Date Code Description Charge Tax Total Flags
03/01 B200 10% Discount 117.00 8.19 125.19 VM R
03/01 B220 Room Charge Adjustment 90.00 6.30 96.30 M 0
03/01 B281 LC 19.20 0.00 19.20 I 2

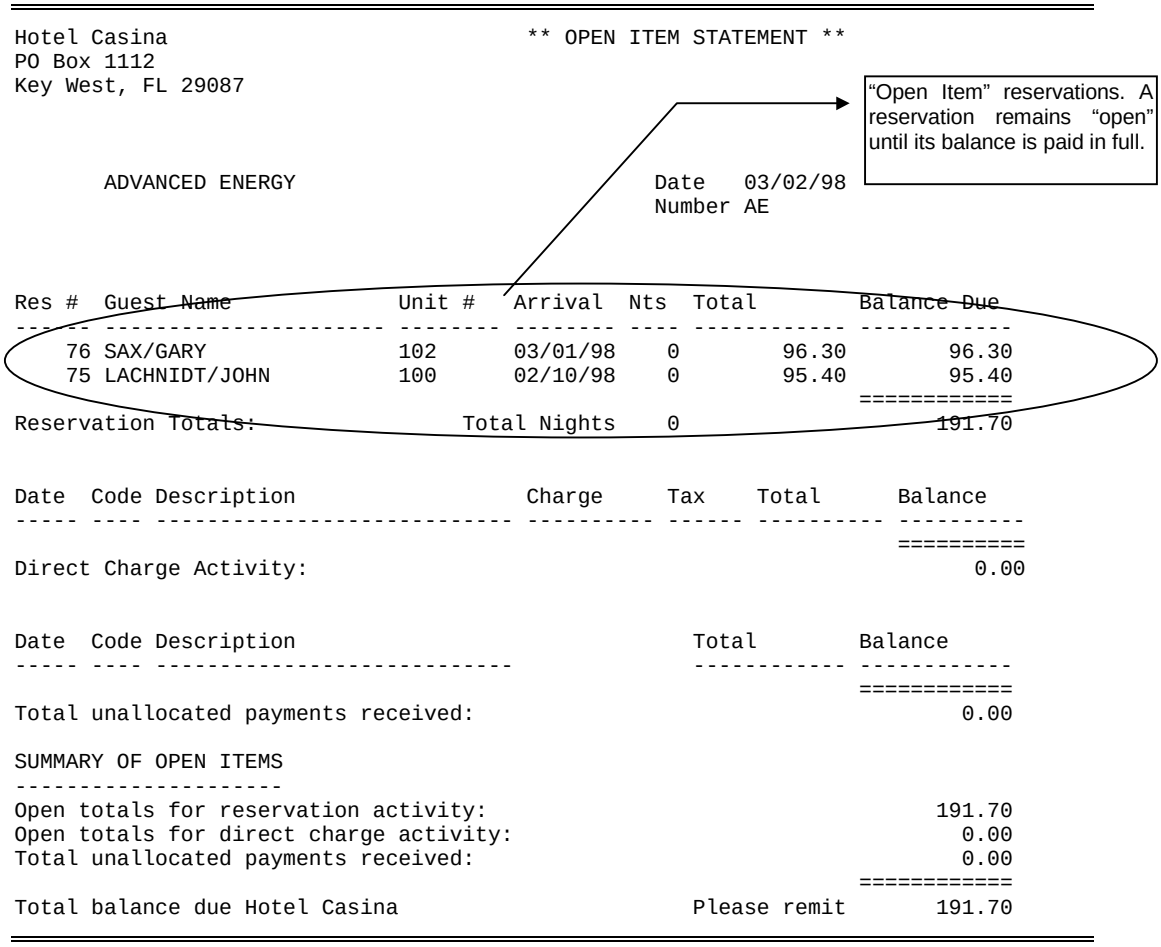
The "M" designates a charge that will be transferred to the group master at check-out. The "I" represents an individual charge.

At checkout the guest folio reflects all charges flagged as "individual pays" (assuming field #31, Print group charges on folio, is set to NO):

```
                                    Folio#:    312

                                    Room:   717       Rate:       90.00
                                    Arrive: 03/01/98  Depart: 03/02/98
                                    Adults:    1      Chldrn:    0
    Guest Name & Address:           ------------------------------------
    ---------------------              Room Charge:           90.00
    JOHN LACHNIDT                      Misc-1:                18.45
                                       Misc-2:                 0.00
                                       Tax 1                   0.00
                                       Tax 2                   0.00
                                                          -------------
    Other Information:                 Total Charge:         115.50
    --------------------------        Deposit:                0.00
    CCard:           Exp:                                 -------------
    CCard#:                            Total Bal. Due:         19.20
                                       Group Bal. Due:         0.00
    Grp/Comp: ADVANCED ENERGY          Leader Bal. Due:        0.00
    Leader:                            Guest Bal. Due:         19.20

-------------------------------------------------------------------------
Date     Description                   Total      Tax   Balance
03/01/98 LC                             19.95      0.00      19.20  I
```

Generate Statements

At the end of the billing period, generate an open item statement for the company. The statement lists each reservation with an "open balance" (not equal to zero). For example, Advanced Energy's statement would appear similar to the following:



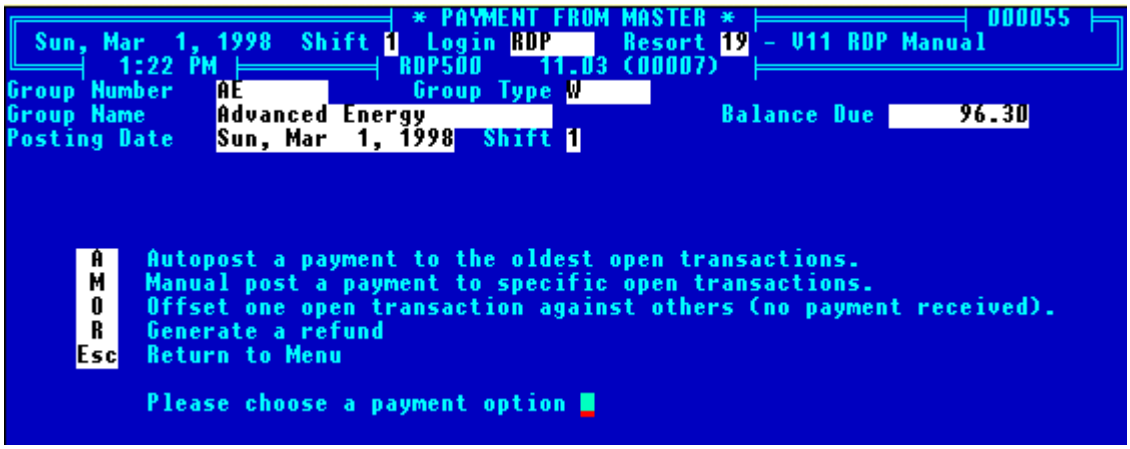
```
Hotel Casina                          ** OPEN ITEM STATEMENT **
PO Box 1112
Key West, FL 29087

       ADVANCED ENERGY                                Date   03/02/98
                                                      Number AE

Res #  Guest Name              Unit #   Arrival  Nts  Total        Balance Due
------ ----------------------- -------- -------- ---- ------------ ------------
    76 SAX/GARY                102      03/01/98    0        96.30        96.30
    75 LACHNIDT/JOHN           100      02/10/98    0        95.40        95.40
                                                                    ============
Reservation Totals:                  Total Nights    0                   191.70


Date  Code Description                 Charge     Tax    Total      Balance
----- ---- ---------------------------- ---------- ------ ---------- ----------
                                                                    ==========
Direct Charge Activity:                                                   0.00


Date  Code Description                              Total        Balance
----- ---- ----------------------------             ------------ ------------
                                                                 ============
Total unallocated payments received:                                     0.00

SUMMARY OF OPEN ITEMS
---------------------
Open totals for reservation activity:                                  191.70
Open totals for direct charge activity:                                  0.00
Total unallocated payments received:                                     0.00
                                                                 ============
Total balance due Hotel Casina                   Please remit          191.70
```

"Open Item" reservations. A reservation remains "open" until its balance is paid in full.

John Lachnidt's reservation appears on this March statement because its balance has not been paid in full. In order to offset payments against reservations, see the following section, ***Taking Payments with Option 500***.

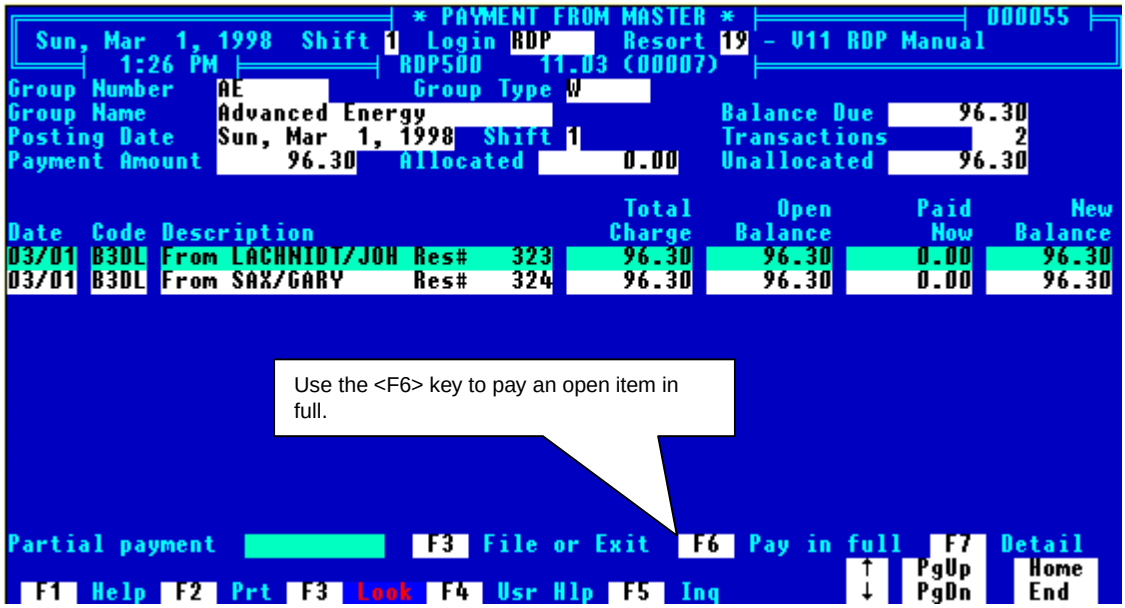
Taking Payments with Option 500

In order to match payments against open item reservations, use option “500” - “Post Payment from Group Master” on the Group Master Menu. After choosing option 500, the system prompts for a group name/number. Once the group is entered, several options display:

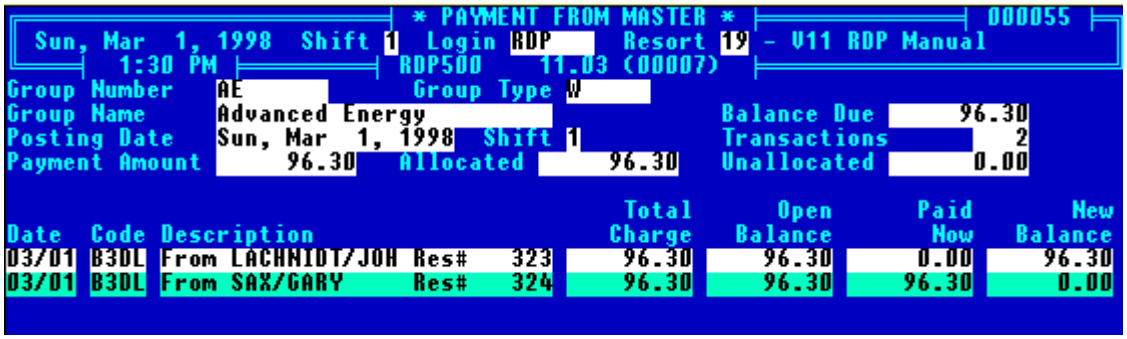

* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:22 PM RDP500 11.03 (00007)
Group Number AE Group Type W
Group Name Advanced Energy Balance Due 96.30
Posting Date Sun, Mar 1, 1998 Shift 1
A Autopost a payment to the oldest open transactions.
M Manual post a payment to specific open transactions.
O Offset one open transaction against others (no payment received).
R Generate a refund
Esc Return to Menu
Please choose a payment option

A	Automatically applies the payment against open transactions. Autopost should only be used for “balance forward” group masters (field #33 on the group master screen = Y). Autoposting applies the payment against a lump sum balance due, losing all past detail.
M	Manually posts a payment. Payments must be allocated against one or more open transactions. Use manual post with open item statements.
O	The offset option is used with open item statements to offset one open transaction against others without receiving a payment. For example, assume a deposit is received for $1000. Two weeks later a folio is checked-out and billed to the group master for $1000. Both of these transactions would appear on the open item statement. Use offset mode to apply one transaction against the other, removing both transactions from the open item statement. The offset mode should never be used with balance forward statements.
R	The refund mode is the only method available to generate a refund check when using open item statements. If balance forward statements are used, closing statements for group masters with a negative balance generates a refund check. A refund check will not be generated if field #34 on the group master, Generate checks if Bal. due, is set to NO.

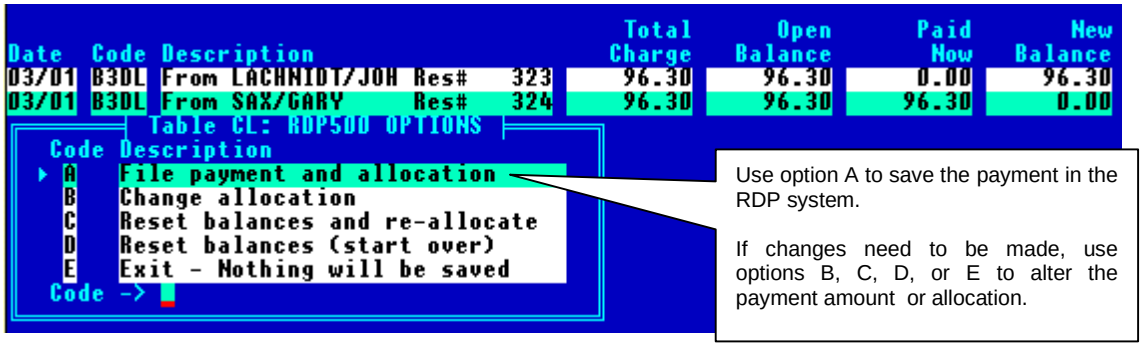
Choose option “M” to manually post a group payment against open transactions. First, the system prompts for the payment amount. In the Advanced Energy example above, assume the property receives a check for Gary Sax’s reservation in the amount of $96.30. After entering the amount, the payment type (2 = Check), and the check number, a list of open items displays:


* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:26 PM RDP500 11.03 (00007)
Group Number AE Group Type W
Group Name Advanced Energy
Posting Date Sun, Mar 1, 1998 Shift 1
Payment Amount 96.30 Allocated 0.00
Balance Due 96.30
Transactions 2
Unallocated 96.30
Date Code Description Total Charge Open Balance Paid Now New Balance
03/01 B3DL From LACHNIDT/JOH Res# 323 96.30 96.30 0.00 96.30
03/01 B3DL From SAX/GARY Res# 324 96.30 96.30 0.00 96.30
Use the <F6> key to pay an open item in full.
Partial payment
F3 File or Exit
F6 Pay in full
F7 Detail
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq
PgUp PgDn Home End

In order to allocate the payment against Mr. Sax's reservation, highlight reservation #324 using the <DOWNARROW> key and press <F6 - PAY IN FULL>. Once the <F6> key is used, the "New Balance" changes to 0.00 and the "Paid Now" column equals $96.30.


* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:30 PM RDP500 11.03 (00007)
Group Number AE Group Type W
Group Name Advanced Energy
Posting Date Sun, Mar 1, 1998 Shift 1
Payment Amount 96.30 Allocated 96.30
Balance Due 96.30
Transactions 2
Unallocated 0.00
Date Code Description Total Charge Open Balance Paid Now New Balance
03/01 B3DL From LACHNIDT/JOH Res# 323 96.30 96.30 0.00 96.30
03/01 B3DL From SAX/GARY Res# 324 96.30 96.30 96.30 0.00

Use <F3 - FILE OR EXIT> to save the transaction. <F3> displays the following options:


Date Code Description Total Charge Open Balance Paid Now New Balance
03/01 B3DL From LACHNIDT/JOH Res# 323 96.30 96.30 0.00 96.30
03/01 B3DL From SAX/GARY Res# 324 96.30 96.30 96.30 0.00
Table CL: RDP500 OPTIONS
Code Description
A File payment and allocation
B Change allocation
C Reset balances and re-allocate
D Reset balances (start over)
E Exit - Nothing will be saved
Code ->
Use option A to save the payment in the RDP system.
If changes need to be made, use options B, C, D, or E to alter the payment amount or allocation.

Option	Description
A	Use option A when the payment is fully allocated against open transactions. Enter an A if the payment amount, payment method, and all allocations against open transactions for this payment are correct. If the entire payment has not been allocated to open transactions, choosing option A displays the following warning:

Answering Yes causes a payment transaction to be filed with an open balance equal to the unallocated amount displayed above. At some point, this unallocated amount must be applied towards "open" transactions in the "Offset" mode.

A No answer returns to the allocation screen where the unallocated balance may be matched against open transactions.

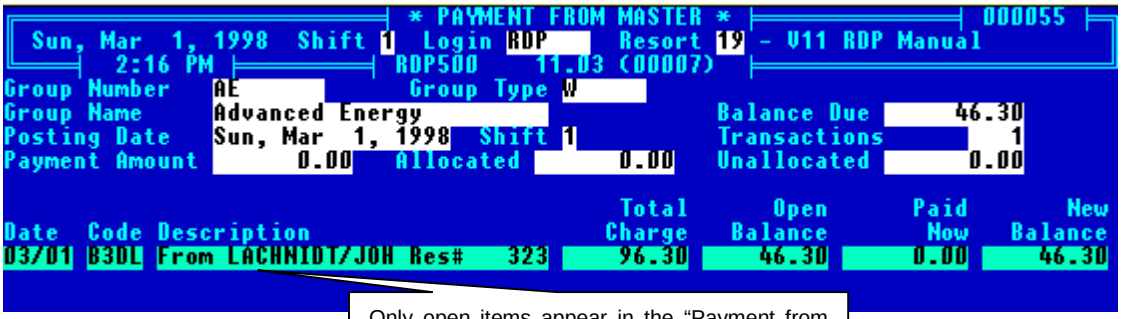
B	"Change allocation" returns to the allocation screen where changes may be made. Any allocations already made to open transactions are saved. Enter a B if the payment amount, payment method, and a portion of the allocation is correct.
C	"Reset balances and re-allocate" erases all allocations. Enter C if the payment amount and method are correct, but there are mistakes in the allocation. No allocations are saved.
D	"Reset balances" exits the allocation screen completely and returns to the method of payment prompt. Nothing is saved. Use option D if the payment amount or payment method is not correct.
E	Identical to option D.

Partial Payments

If a company pays a portion of an employee's reservation, use the "Partial Payment" field to enter the payment amount. For example, assume Advanced Energy pays Gary Sax's reservation in full and $50.00 of John Lachnidt's reservation. After accessing Advanced Energy's record in option 500, choose option M for Manual Payment and enter the payment amount ($143.60) along with the payment method. Highlight Mr. Sax's reservation and use <F6 - PAY IN FULL>. Afterwards, highlight Mr. Lachnidt's reservation and enter a "Partial Payment" amount of $47.30. The "Payment from Master" screen now appears as:

* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
1:36 PM RDP500 11.03 (00007)
Group Number AE Group Type W
Group Name Advanced Energy
Posting Date Sun, Mar 1, 1998 Shift 1
Payment Amount 146.30 Allocated 146.30
Balance Due 46.30
Transactions 2
Unallocated 0.00
Date Code Description Total Charge Open Balance Paid Now New Balance
03/01 B3DL From LACHNIDT/JOH Res# 323 96.30 96.30 50.00 46.30
03/01 B3DL From SAX/GARY Res# 324 96.30 96.30 96.30 0.00

With Mr. Sax's reservation having a new balance of $0.00 and Mr. Lachnidt's reservation having a new balance of $46.30. After filing the allocation, the Payment from Master screen appears as:


* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
2:16 PM RDP500 11.03 (00007)
Group Number AE Group Type W
Group Name Advanced Energy
Posting Date Sun, Mar 1, 1998 Shift 1
Payment Amount 0.00 Allocated 0.00
Balance Due 46.30
Transactions 1
Unallocated 0.00
Date Code Description Total Charge Open Balance Paid Now New Balance
03/01 B3DL From LACHNIDT/JOH Res# 323 96.30 46.30 0.00 46.30

Only open items appear in the "Payment from Master" screen.

SPLITTING CHARGES BETWEEN TWO FOLIOS

Many times individuals travelling for business require two folios, one for personal expenses (movies, beverages) and one for corporate expenses (room, phone calls, meals). In this scenario, configure RDP to create multiple folios for one individual.

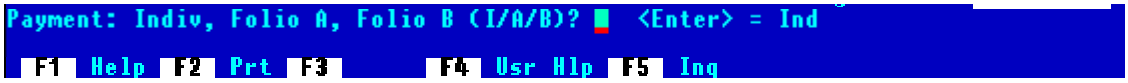
Use the following steps in order to activate this feature:

1. Set switch #422-3, Activate Group Folio Features, to YES.
2. Add pay codes to the FS and FT tables designating charges that are paid by the company (group master).
3. Assign the pay codes created in step #2 to individual folio A or B. With the pay codes created and assigned to the additional individual folios, the guest receives separate folios at checkout based on the pay codes assigned to the three individual folios (A, B, and I).
4. Anytime a folio is printed, the following prompt displays:

* Please select below *
Balance Due
M Print Group Master folio "M" 165.85
A Print Guest folio "A" 23.65
B Print Guest folio "B" 20.00
I Print Guest folio "I" 23.85
Z Print folio showing ALL charges
X Print each folio that has charges (I, M, A, and B)
Enter folio type <Enter> = I

Option	Description
M	Print those charges flagged with an M. (Those charges transferring to the group master)
L	Print those charges flagged with an L. (Those charges transferring to the group leader)
A	Print Folio A charges only, i.e. - transaction codes marked with an A.
B	Print Folio B charges only, i.e. - transaction codes marked with a B.
I	Print only individual charges, i.e. – transaction codes marked with an I.
Z	Print ALL charges, regardless of flags.
X	Print ALL folios, A, B, and I

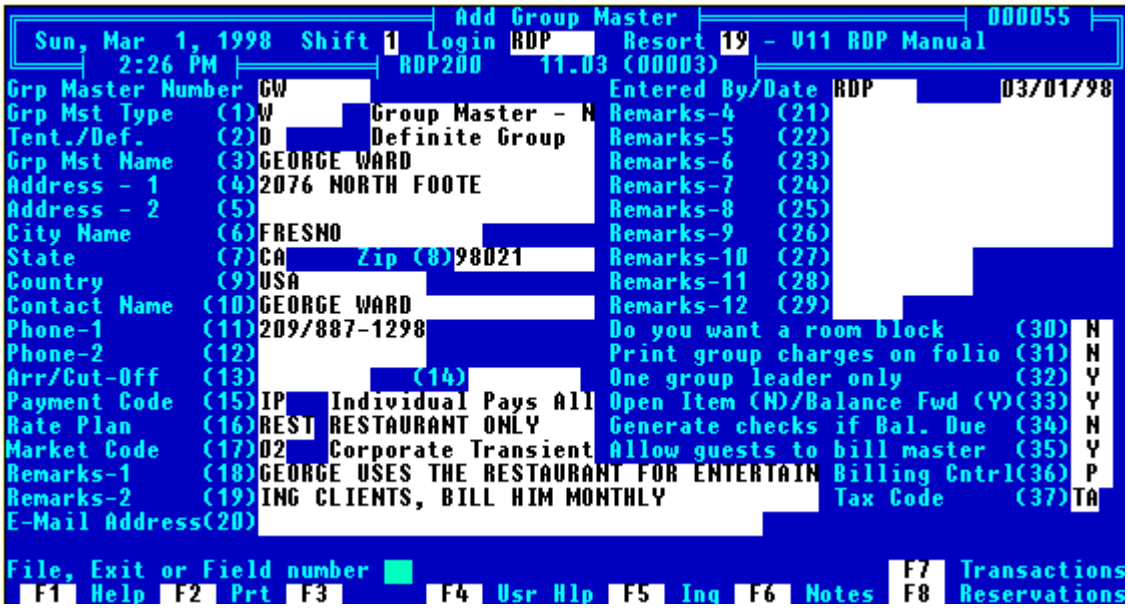
5. Anytime a payment is recorded, the following prompt displays:



If switches #422-10 or #422-11 are set to YES, the system also allows payments to be applied to the master and/or leader balances respectively.

GROUP MASTERS AS BILLING ENTITIES

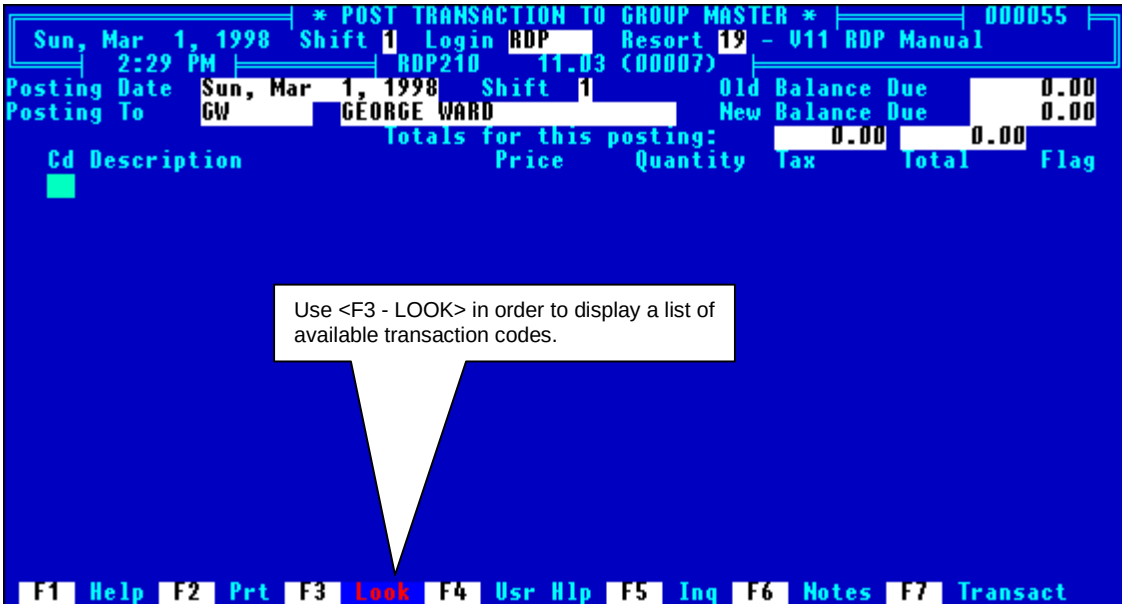
Many times individuals (or companies) use facilities without making reservations for guestrooms, i.e. - restaurant, catering, or meeting facilities. Define a group master for these individuals and post charges directly to them with option “210” - “Post Charge to Group Master”. A group master for a billing entity looks similar to the following:


Add Group Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
2:26 PM RDP200 11.03 (00003)
Grp Master Number GW
Grp Mst Type (1) W Group Master - N
Tent./Def. (2) D Definite Group
Grp Mst Name (3) GEORGE WARD
Address - 1 (4) 2076 NORTH FOOTE
Address - 2 (5)
City Name (6) FRESNO
State (7) CA Zip (8) 98021
Country (9) USA
Contact Name (10) GEORGE WARD
Phone-1 (11) 209/887-1298
Phone-2 (12)
Arr/Cut-Off (13) (14)
Payment Code (15) IP Individual Pays All
Rate Plan (16) REST RESTAURANT ONLY
Market Code (17) 02 Corporate Transient
Remarks-1 (18) GEORGE USES THE RESTAURANT FOR ENTERTAIN
Remarks-2 (19) ING CLIENTS, BILL HIM MONTHLY
E-Mail Address (20)
Entered By/Date RDP 03/01/98
Remarks-4 (21)
Remarks-5 (22)
Remarks-6 (23)
Remarks-7 (24)
Remarks-8 (25)
Remarks-9 (26)
Remarks-10 (27)
Remarks-11 (28)
Remarks-12 (29)
Do you want a room block (30) N
Print group charges on folio (31) N
One group leader only (32) Y
Open Item (N)/Balance Fwd (Y) (33) Y
Generate checks if Bal. Due (34) N
Allow guests to bill master (35) Y
Billing Cntrl (36) P
Tax Code (37) TA
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transactions F8 Reservations

The critical fields on the group master are set to:

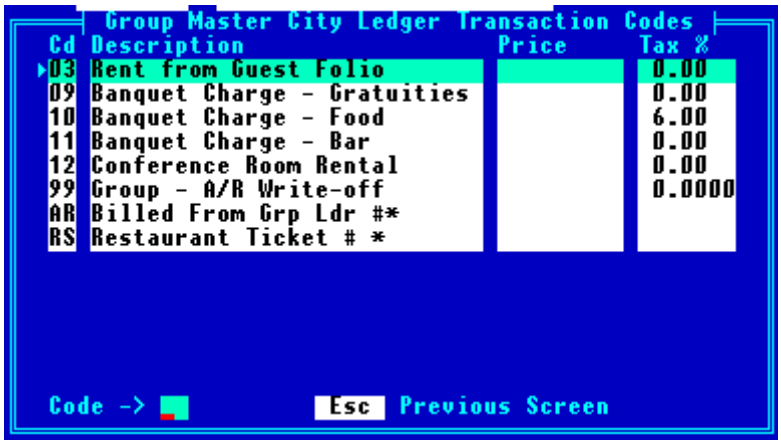
Pay Code (#15)	The pay code is set to “IP” for individual pays. Even though reservations should NOT be made for the group master, no charges would be able to transfer to the group master level in the event of a mistake.
Rate Plan (#16)	The rate plan is set to “REST” for “Restaurant Only”, another flag that this group master should only be used for direct charges.
Remarks	The remark fields also relay that no reservations should be made for this group master.
Statement (#33)	A balance forward statement is sent to the group master because the balance should be paid at the end of each billing cycle. (Balance forward statements lump all past due amounts into a “beginning balance”)
Allow Charges (#35)	Field #35 must be set to YES in order to post charges directly to the group master.

In order to post a charge directly to the group master, choose option 210 from the Group Master Menu. Enter the group master name/number and the posting screen displays, similar to the one discussed in the ***Front Desk*** chapter.


* POST TRANSACTION TO GROUP MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
2:29 PM RDP210 11.03 (00007)
Posting Date Sun, Mar 1, 1998 Shift 1 Old Balance Due 0.00
Posting To GW GEORGE WARD New Balance Due 0.00
Totals for this posting: 0.00 0.00
Cd Description Price Quantity Tax Total Flag
Use <F3 - LOOK> in order to display a list of available transaction codes.
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq F6 Notes F7 Transact

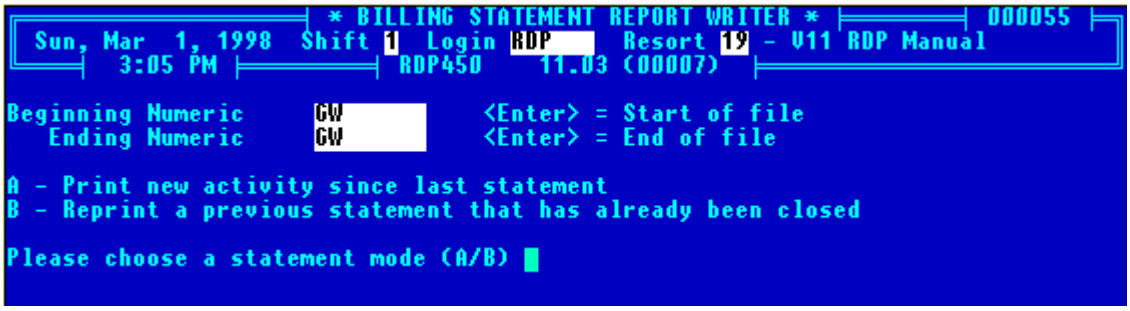
☒ ***Define group master transaction codes in the B3 ledger with option 182 from the System Manager Menu. See the System Administrator section for more information on defining transaction codes.***

Use the <F3 - LOOK> key to display a list of available transactions:

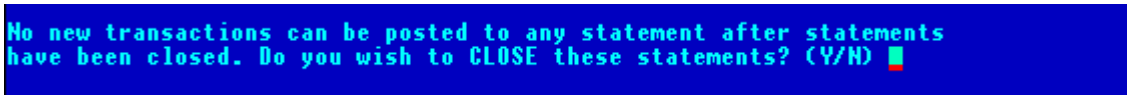

Group Master City Ledger Transaction Codes
Cd Description Price Tax %
03 Rent from Guest Folio 0.00
09 Banquet Charge - Gratuities 0.00
10 Banquet Charge - Food 6.00
11 Banquet Charge - Bar 0.00
12 Conference Room Rental 0.00
99 Group - A/R Write-off 0.0000
AR Billed From Grp Ldr #*
RS Restaurant Ticket # *
Code ->
Esc Previous Screen

Post a code “RS” - “Restaurant Ticket” to the group master. This charge immediately increments the balance due on the group master.

At the end of the billing cycle, use option “564” - “Statements - Balance Forward” to generate a statement for the group master. Option 564 prompts for a beginning and ending group master name or number. Enter the group master number as the beginning and ending range, in this case “GW” to “GW”. The system then prompts:


* BILLING STATEMENT REPORT WRITER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
3:05 PM RDP450 11.03 (00007)
Beginning Numeric GW <Enter> = Start of file
Ending Numeric GW <Enter> = End of file
A - Print new activity since last statement
B - Reprint a previous statement that has already been closed
Please choose a statement mode (A/B)

Here, choose option “A” - “ Print new activity since last statement”. Option A prints all new activity and adds it to any outstanding balance, whereas option B re-prints a past period’s activity. Next, the system prompts to close the statement:

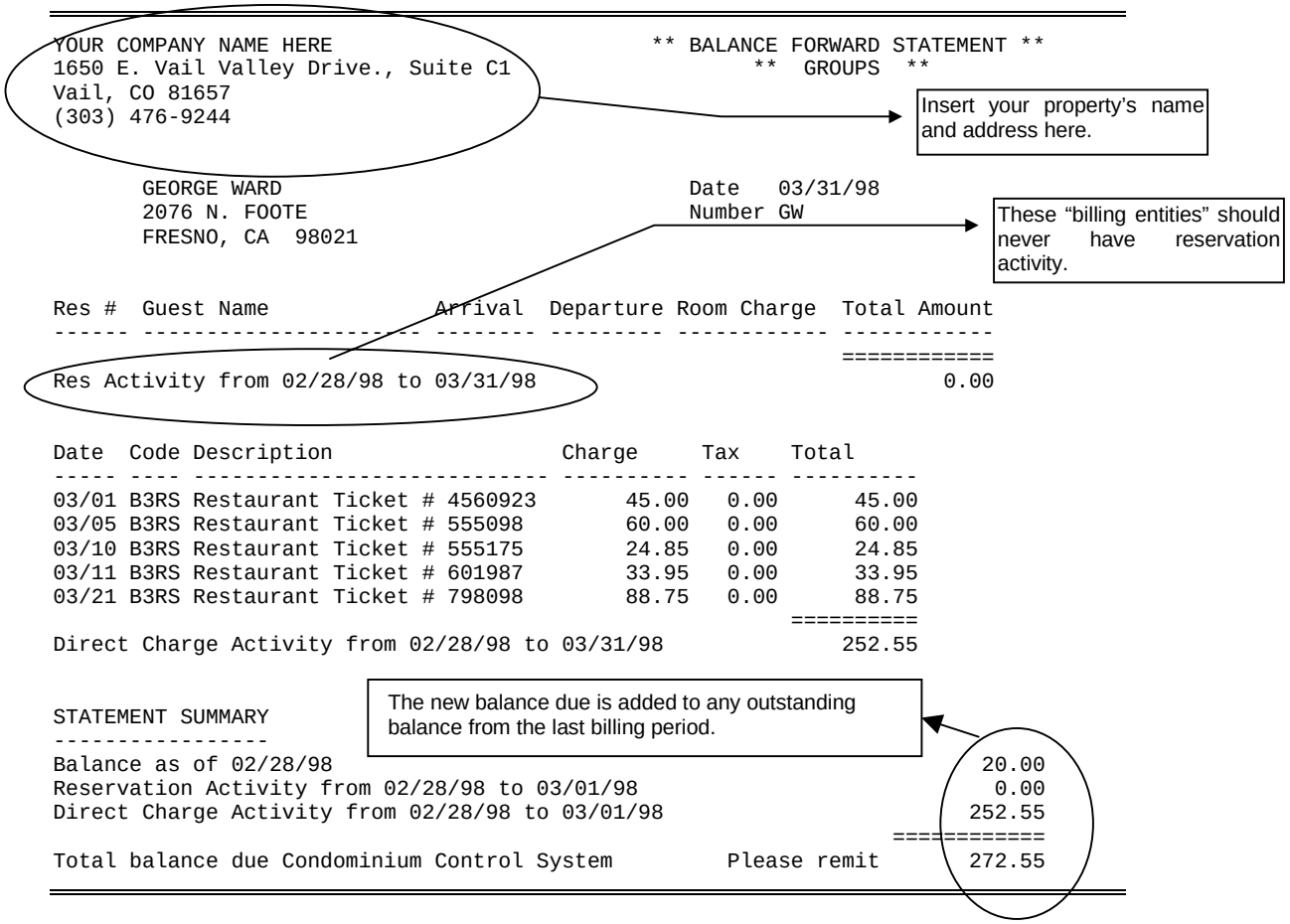

No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N)

RDP recommends reviewing the statements prior to closing in case any adjustments are necessary.

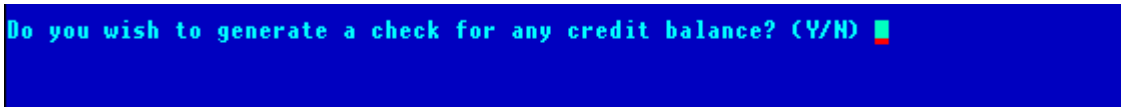
☒ ***Once statements are closed, adjustments CANNOT be made.***

The final prompt is for the statement’s ending date:

In this example the default ending date is 03/01/98, therefore transactions with a posting date less than or equal to March 1st will appear on the statement (back to the last closing date). A sample statement follows:

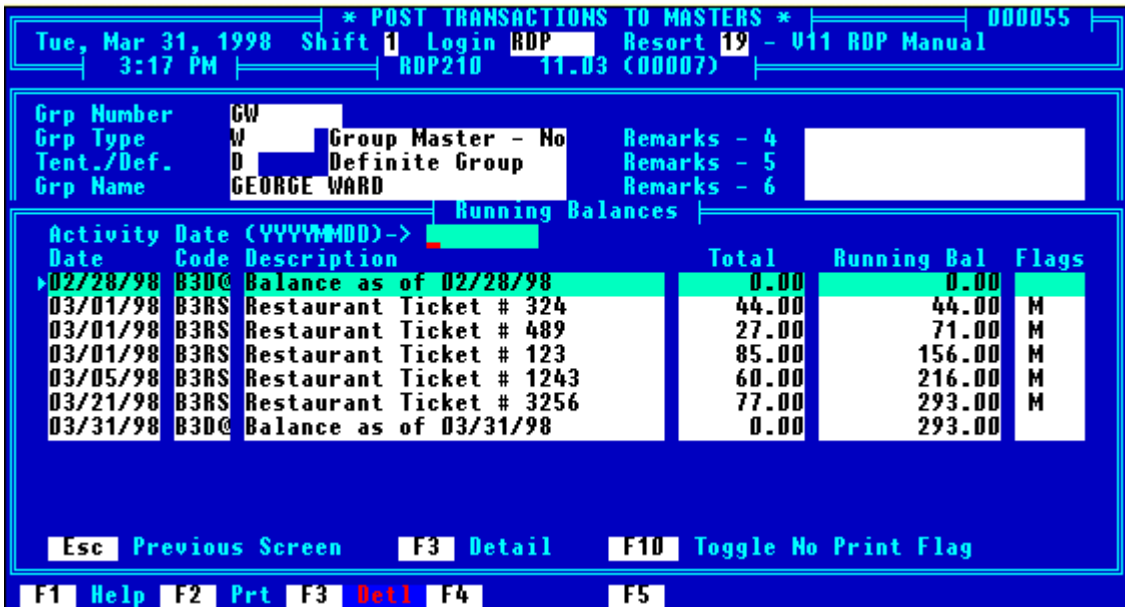

YOUR COMPANY NAME HERE
1650 E. Vail Valley Drive., Suite C1
Vail, CO 81657
(303) 476-9244
** BALANCE FORWARD STATEMENT **
** GROUPS **
Insert your property's name and address here.
GEORGE WARD
2076 N. FOOTE
FRESNO, CA 98021
Date 03/31/98
Number GW
These "billing entities" should never have reservation activity.
Res # Guest Name Arrival Departure Room Charge Total Amount
Res Activity from 02/28/98 to 03/31/98 0.00
Date Code Description Charge Tax Total
03/01 B3RS Restaurant Ticket # 4560923 45.00 0.00 45.00
03/05 B3RS Restaurant Ticket # 555098 60.00 0.00 60.00
03/10 B3RS Restaurant Ticket # 555175 24.85 0.00 24.85
03/11 B3RS Restaurant Ticket # 601987 33.95 0.00 33.95
03/21 B3RS Restaurant Ticket # 798098 88.75 0.00 88.75
Direct Charge Activity from 02/28/98 to 03/31/98 252.55
STATEMENT SUMMARY
The new balance due is added to any outstanding balance from the last billing period.
Balance as of 02/28/98 20.00
Reservation Activity from 02/28/98 to 03/01/98 0.00
Direct Charge Activity from 02/28/98 to 03/01/98 252.55
Total balance due Condominium Control System Please remit 272.55

Review the statement and post any corrections with option 210 on the Group Master Menu. After posting corrections, run the balance forward statement again, this time closing the statements by answering YES at the "Do you wish to close" prompt. When closing the balance forward statement, an additional prompt displays:



For billing entities, answer "N" to generate a refund check since there should never be a negative balance due.

Closing the balance forward statement creates a B3D@ *statement marker*, flagging the system to calculate the balance forward amount from this date on future statements. The statement marker also allows statements to be reprinted using option "B" - "Reprint a previous statement...". These markers appear as transaction codes when inquiring on the group master with option "215" - "Inquire on Transactions".


* POST TRANSACTIONS TO MASTERS *
000055
Tue, Mar 31, 1998 Shift 1 Login RDP Resort 19 - V11 RDP Manual
3:17 PM RDP21D 11.03 (00007)
Grp Number GW
Grp Type W Group Master - No
Tent./Def. D Definite Group
Grp Name GEORGE WARD
Remarks - 4
Remarks - 5
Remarks - 6
Running Balances
Activity Date (YYYYMMDD)->
Date Code Description Total Running Bal Flags
02/28/98 B3D@ Balance as of 02/28/98 0.00 0.00
03/01/98 B3RS Restaurant Ticket # 324 44.00 44.00 M
03/01/98 B3RS Restaurant Ticket # 489 27.00 71.00 M
03/01/98 B3RS Restaurant Ticket # 123 85.00 156.00 M
03/05/98 B3RS Restaurant Ticket # 1243 60.00 216.00 M
03/21/98 B3RS Restaurant Ticket # 3256 77.00 293.00 M
03/31/98 B3D@ Balance as of 03/31/98 0.00 293.00
Esc Previous Screen
F3 Detail
F10 Toggle No Print Flag
F1 Help F2 Prt F3 Detl F4 F5

Access transactions using <F7> from option "215" Inquire on transactions".

GROUP REPORTS

The statistical module produces reports 386 and 387, Revenue by Group Master (totals and detail). These reports track revenue and bookings by master for the current month and compare them to year-to-date totals. A sample 386 (totals) report follows:

Revenue by Group Master (386)

```
Condominium Control System              09:41:24                  Sun, Mar  1, 1998 (9803)
Report 450-386      TOTALS FOR GROUP MASTERS                        Resort: 19    Page  1
```

Group Master Name	GrpMst#	Type	March Day Count	March Room Revenue	1998 Day Count	1998 Room Revenue
Clue Detective Agency	CLUE	WB	0	0.00	24	1920.00
IBM Corporation	IBM	W	0	0.00	6	600.00
The Monkees	MONKEES	WB	0	0.00	20	1632.00
Tauck Tours	TAUCK	WB	0	0.00	220	17720.00
Grand Totals-Groups			0	0.00	270	21872.00

Additional reports can be printed from the Group Reports Menu (6RPT), including:

Group Reports (Table XG)
000055
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:44 PM RDPMENU 12.00 (00060)
>>>> Group Reports Menu <<<<
340 Group List - All Data
344 Group List - One Line
510 City Ledger - Detail
516 City Ledger - Aging
804 Res/History by Grp Mst-Detail
805 Res/History by Grp Mst-Totals
806 Res/History by Grp Ldr-Detail
807 Res/History by Grp Ldr-Totals
808 Group Master Confirmation
809 Group Leader Confirmation
810 Payment Overdue Letter
812 Labels in Zip Code Sequence
G40 Group List - Detail By Name
G41 Group List - Detail By Number
G44 Group List - 1 Line By Name
G45 Group List - 1 Line By Number
MM Return to Main Menu
RM Return to Group Menu
Enter option
E Exit RDP
Enter Group List - All Data
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial# 001000N

TRAVEL AGENTS

OVERVIEW

This chapter covers the use of travel agents within the RDP system. Topics covered include:

Travel Agents vs. Group Masters
Adding the Travel Agent Master
Pre-deduct vs. Non-deduct Travel Agents
Pre-deduct Travel Agents
Non-deduct Travel Agent Commissions
Viewing the Commission on Specific Transactions
Posting Transactions to Travel Agents
Printing and Closing Statements
Printing Checks
General Ledger Ramifications
Confirmation Letters and Travel Agents
Historical Inquiry on Travel Agents
Travel Agent Reports

Overview of Travel Agent Process

The RDP system supports full travel agent accounting, including travel agent reservations, statements, check printing, and statistical reports. The travel agent process follows:

1. Make sure that a travel agent master should be used. Net rate travel agents and wholesalers are input as group masters. See the ***Travel Agent or Group Master*** section in this chapter. Add the travel agent master with option 200 on the Travel Agent Master Menu or during the reservation process.

2. Make a reservation with a travel agent, either non-deduct or pre-deduct.

3. Check-in the guest. The commission code (B6DD) is generated at check-in for pre-deduct agents.

4. For non-deduct agents, use option 912-5 to review travel agent activity prior to processing.

5. Use option 912-7 to process travel agent activity and generate the B2DD commission codes for non-deduct agents. Option 912-7 can be used any time after the reservation has been checked-out.

6. Post any outstanding charges/credits directly to the travel agent master.

7. Print the travel agent statements with option “564” - “Balance Forward Statements” from the Travel Agent Master Menu.

8. Print the travel agent checks with option “323” - “Print New Checks” from the Check Maintenance Menu. Checks can be purchased from the RDP forms department at 1-800 RDP-PAPR (800-737-7277).

USE TRAVEL AGENT OR GROUP MASTER?

The system allows up to three travel agents on each reservation plus a group master and group leader. This design provides tremendous flexibility to handle various reservation and billing scenarios. A given entity can be set up as either a travel agent or a group master, depending on its characteristics.

When to use a Travel Agent

A travel agent is defined as any entity that should receive a percentage commission on reservations. Various percentages are possible based on the commission code assigned to the travel agent master and selected for the reservation. The system allows up to three travel agents on one reservation. For example, if a guest called a travel agent, who in turn called Resort Central Reservations, who in turned called a hotel, the hotel might pay a commission to the travel agent, to Resort Central Reservations, and perhaps to the reservation clerk who entered the reservation. Characteristics of a travel agent are:

1. Paid a commission percentage on each reservation.

2. Commission is either pre-deduct or a commission check is generated (non-deduct).

3. No room block is allowed.

4. No "receivable invoice" is required. Travel agents are paid a commission, not sent an A/R statement.

Common Entities that are defined as Travel Agents:

1. Traditional percentage-based travel agents, either pre-deduct or non-deduct.

2. Central reservation agencies.

3. Internal employees (i.e. reservationist, group sales, etc.) who are paid a commission on reservations.

4. Any other individual or organization that is paid a percentage commission for referring guests.

Net Rate Travel Agents & Wholesalers

In the RDP system, travel agents must have a percentage commission and cannot have a room block or a receivable invoice. If an entity requires a room block, net rates, or an A/R statement, it must be entered into the system as a group master, not a travel agent. Characteristics of a group master include:

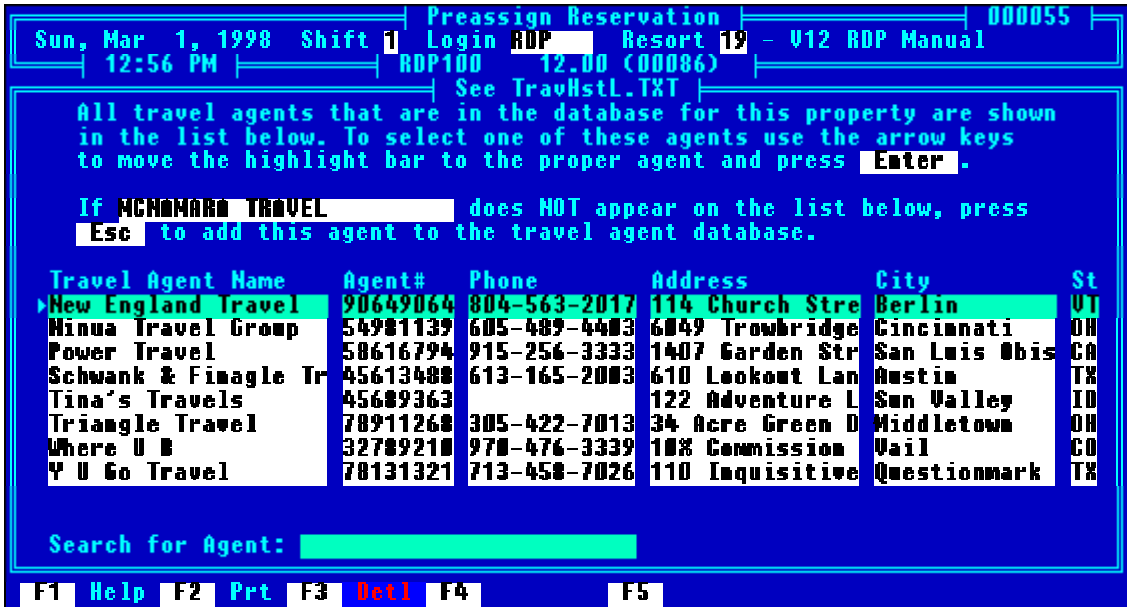
1. Net rates can be assigned to a group master using a rate plan.

2. City ledger statements can be generated in either an open item or balance forward format.

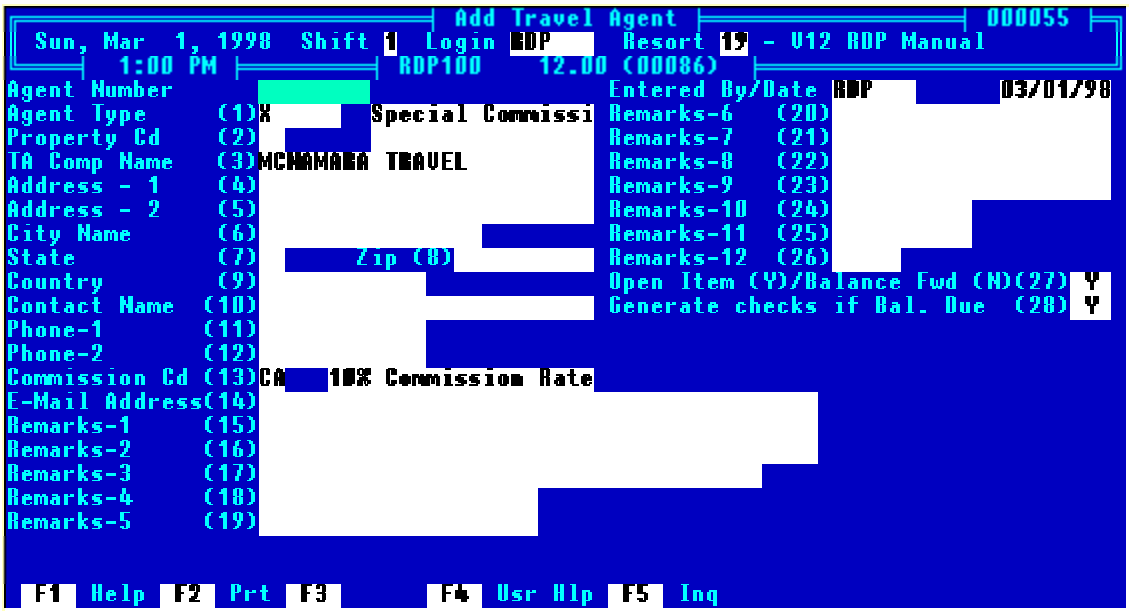
3. Room blocks can be allocated to each group master. The block can be different for each day of the year and for every unit type.

ADDING THE TRAVEL AGENT MASTER

A travel agent master record must exist prior to making reservations for the agent. Frequently used travel agents can be added to the system using option 200 on the Travel Agent Master Menu when the system is initially installed. Travel agents can also be added when making a reservation. To add a travel agent during the reservation process, enter the travel agent's name at the Travel Agent-1 prompt. The system attempts to find the agent in the travel agent master database and displays the following screen:


Preassign Reservation
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:56 PM RDP100 12.00 (00086)
See TravHstL.TXT
All travel agents that are in the database for this property are shown in the list below. To select one of these agents use the arrow keys to move the highlight bar to the proper agent and press Enter.
If MCNAMARA TRAVEL does NOT appear on the list below, press Esc to add this agent to the travel agent database.
Travel Agent Name | Agent# | Phone | Address | City | St
New England Travel | 90649064 | 804-563-2017 | 114 Church Stre | Berlin | VT
Hinua Travel Group | 54981139 | 605-489-4403 | 6049 Trowbridge | Cincinnati | OH
Power Travel | 58616794 | 915-256-3333 | 1407 Garden Str | San Luis Obis | CA
Schwank & Finagle Tr | 45613488 | 613-165-2003 | 610 Lookout Lan | Austin | TX
Tina's Travels | 45689363 | | 122 Adventure L | Sun Valley | ID
Triangle Travel | 78911268 | 305-422-7013 | 34 Acre Green D | Middletown | OH
Where U B | 32789210 | 970-476-3339 | 10% Commission | Vail | CO
Y U Go Travel | 78131321 | 713-458-7026 | 110 Inquisitive | Questionmark | TX
Search for Agent:
F1 Help F2 Prt F3 Detl F4 F5

The highlight bar appears on the closest match to the travel agent name entered. In this example, the highlight bar is on New England Travel. Since McNamara Travel does not appear on the list of travel agent masters, press <ESCAPE> to add. The system displays the travel agent master screen that is identical to the screen used when entering masters with option 200 on the Travel Agent Master Menu.



Agent Number

Eight characters are allowed for the travel agent number. Most customers use the agent's IATA (International Association of Travel Agents) number, allowing the agent to be quickly accessed.

Agent Type (#1)

The default type for all travel agents is "X". Multiple travel agent types may be defined if switch #419-8, Prompt for type when adding/changing travel agents, is set to YES. Additional types are defined in Table C2 with option 090 from the System Manager Menu. Field #12-Look Qualifier O/T/G/C MUST be set to "T" (Travel Agent) for additional types. Some properties classify travel agents and use report writer to generate reports based on travel agent type.

Name & Address (#'s 3 - 9)

When entering travel agent masters during the reservation process, the agency name is automatically transferred. Enter the address, city, state, country, etc.

Contact Name (#10)

Enter the travel agent contact name.

Phone (#'s 11 & 12)

Enter two phone numbers for the travel agent (or a phone and a fax number). The screen literal for the second phone number can be changed to read "FAX Number".

Commission Code (#13)

The commission code determines the percentage this agent normally receives on reservations. The code entered here is only a default and can be changed on a reservation-by-reservation basis.

Travel agent commissions are based on the reservation charge buckets. Commission codes may be set up to pay a percentage of the total in the room charge bucket, other charge-1 bucket, or other charge-2 bucket. The commission code should start with a "C" and is two characters. Example: code CA is set at 10, 0, 0 meaning 10% of the room charge is paid to the agent and 0% of charge 1 and 2. Define various commission codes in Table C7 using option 090 on the System Manager Menu. The table below lists the default commission codes installed with the system.

Travel Agent Commission Codes

Code	Room	Other - 1	Other - 2	Description
CA	10%	0%	0%	The T.A. is paid 10% of all room charges.
CB	5	0	0	The T.A. is paid 5% of all room charges.
CC	15	0	0	The T.A. is paid 15% of all room charges.
CD	20	0	0	The T.A. is paid 20% of all room charges.
CZ	0	0	0	Non-commissionable

Use <F3 - LOOK> for a list of codes.

Remarks (#'s 14 - 25)

Enter any travel agent specific remarks in fields 14 - 25. The screen literal can be changed to reflect the information that should be entered, i.e. - Internet address.

Open Item or Balance Forward (#26)

Travel agent statements can be printed as balance forward, which requiring a Yes in field #26, or as open item (No). Virtually all customers use balance forward statements for travel agents. Balance forward statements print the balance due from the last statement and any new transactions for the current period. Open item statements print all open transactions (those with a balance due). **Open item statements do NOT generate vouchers and should not be used for travel agents.**

Generate Checks (#27)

Enter "Y" to allow the balance forward statement program to generate a check for this agent when statements are closed with option 564. If commissions are held on account for this agent, enter N.

<F6-NOTES>

<F6-NOTES> can be used to add up to 100 additional lines of information (a maximum of 4096 characters) on each agent. If a note already exists on a given travel agent, the <F6 - NOTES> appears in red when the travel agent master is displayed on the screen.

PRE-DEDUCT VS. NON-DEDUCT TRAVEL AGENTS

Non-Deduct Agent	A non-deduct travel agent makes a reservation for a percentage of the gross and waits for the property to mail a commission check. The system prints statements and generates checks for all non-deduct reservations.
Pre-Deduct Agent	A pre-deduct travel agent keeps a percentage of the gross and mails the balance to the property. Pre-deduct travel agents can have a commission amount that is any percentage of the total balance.

Travel agents with a flat rate commission (such as $20.00/reservation), or net rates that are not a percentage of the gross rate, should be entered as a group master with a rate plan and not as a travel agent.

A given travel agent can be non-deduct on one reservation and pre-deduct on the next. During the reservation process, the system prompts, "Is this a pre-deduct reservation?". A Yes answer makes the agent pre-deduct for the particular reservation and No makes the agent non-deduct. The system default is No.

PRE-DEDUCT TRAVEL AGENTS

Normally a pre-deduct travel agent pays the net amount due prior to check-in. For example, if a reservation has a gross room rate of $1000 with a pre-deduct travel agent commission of $100, the travel agent is supposed to pay the net balance of $900 prior to arrival. Provided the agent pays the full $900, the system will automatically generate a $100 commission code at check-in. This commission code can be hidden from the guest (see ***Hiding Pre-deduct Commissions*** in this chapter), keeping him unaware of how much the travel agent receives.

If a pre-deduct travel agent does not pay the net amount prior to check-in, or pays a portion, special steps are taken, depending on internal policies. The choices are:

1. Convert the travel agent from pre-deduct to non-deduct. *This must be done prior to check-in.*
2. Check-in the reservation as pre-deduct, giving the guest full or partial credit for the pre-deduct commission.

Convert to Non-Deduct

If a pre-deduct travel agent does not send full payment prior to check-in, the reservation can be converted to non-deduct as follows:

1. System switch 219-5, Allow Check-in of Pre-deduct Res. with Balance Due, must be set to No. This will prevent a pre-deduct reservation that is not paid in full from being checked-in. It is not possible to convert a reservation from pre-deduct to non-deduct (or vice versa) after check-in. Setting switch 219-5 to No guarantees the problem will be identified prior to check-in.

2. When a guest with a pre-deduct travel agent that has not paid in full attempts to check-in, the No setting of system switch 219-5 will prevent the check-in. The system displays the message:

3. Press <ESCAPE> to clear this message and use power user option 9 to change the reservation. Use <PAGEDOWN> to display the second reservation screen and change field #59. Press <ENTER> twice and the system prompts:

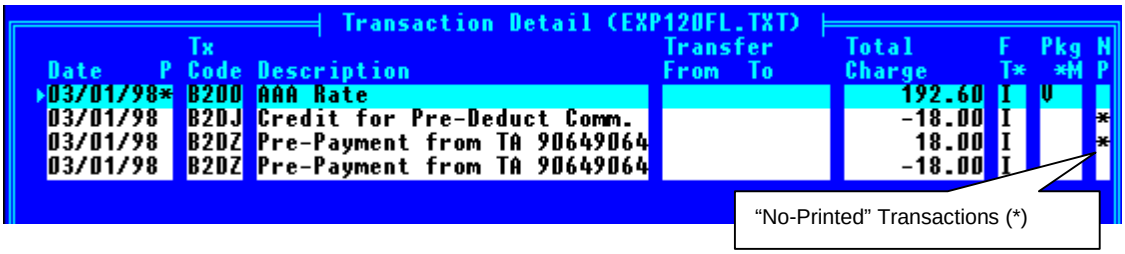
4. Enter N to convert this reservation from pre-deduct to non-deduct. Now, the reservation can be checked-in by entering C (for check-in). No commission transaction is generated for this reservation because the agent is non-deduct. Commission transactions for non-deduct travel agents are generated after checkout with option “912” - “Process Travel Agent Revenue”.

Check-in Pre-Deduct With Balance Due

If a pre-deduct travel agent does not make any payment prior to check-in, or makes a partial payment, the other option is to leave the agent as pre-deduct and give the guest full or partial credit for the pre-deduct commission. This option may be appropriate for travel agents the property deals with frequently.

Setting switch 219-5, Allow Check-in of Pre-deduct Res. with Balance Due, to Yes allows a reservation to be checked-in with a pre-deduct commission that is not paid in full. Under these conditions, the system prompts:

The default for this prompt is the full pre-deduct commission amount, $18 in this example; however, any amount may be entered. The guest is credited the commission amount using the following transaction codes:


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B2DD AAA Rate 192.60 I V
03/01/98 B2DJ Credit for Pre-Deduct Comm. -18.00 I *
03/01/98 B2DZ Pre-Payment from TA 90649064 18.00 I *
03/01/98 B2DZ Pre-Payment from TA 90649064 -18.00 I
"No-Printed" Transactions (*)

Payment After Check-in

Normally, a pre-deduct travel agent makes full payment of the net balance due prior to check-in. If the agent does not, use one of the previously explained scenarios. When the agent makes a payment after check-in, take the payment on the folio with power user option "D" - "Deposit or Guest Payment" in RDP120.

However, if the reservation was converted from pre-deduct to non-deduct the system does not allow another conversion. In this example, assume the agent has withheld commission and sent in the net amount. Proceed as follows:

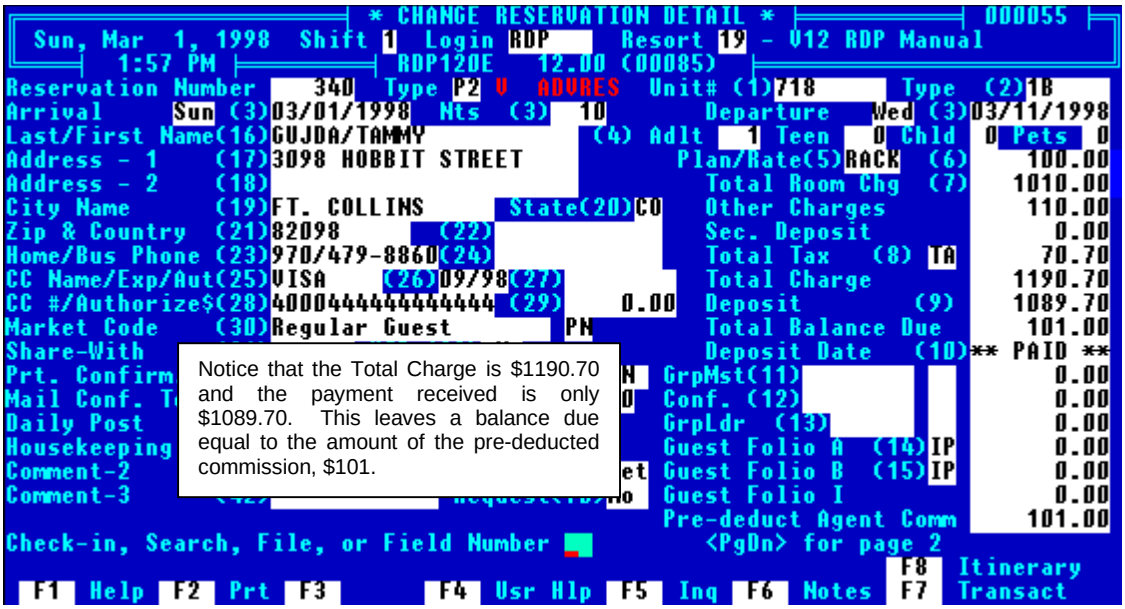
1. Apply the payment from the travel agent to the folio with power user option D, crediting the guest with the cash portion.

2. Use power user option P to post a transaction code "06" - "Manual Pre-deduct Commission" to the folio. The charge must be negative and equal the withheld commission amount, giving the folio credit for the full deposit amount plus the pre-deducted commission. This is the same process that automatically happens when the pre-deduct travel agent pays in full prior to check-in.

3. Use menu option 120 to change the folio. <PAGEDOWN> to the second reservation screen and change field #59. Change the travel agent payment code to CZ - 0, 0, 0. This is a zero percent payment code, preventing the system from generating a commission to this agent when 912 processes travel agent revenue.

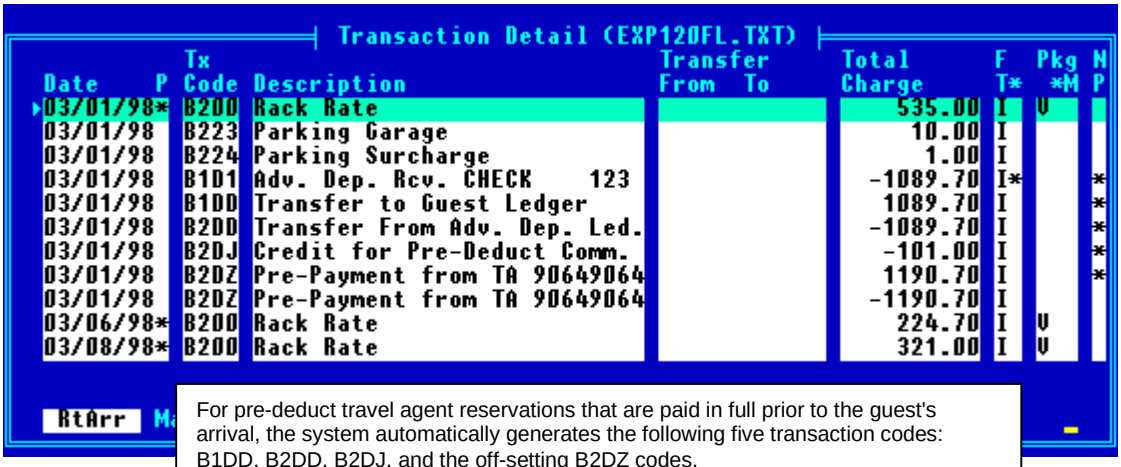
Hiding Pre-Deduct Commissions

Pre-deduct travel agent reservations are a potential problem for the front desk in terms of guest folios. For example, assume a guest makes a 10 day reservation for $1000 plus tax with a 10% pre-deduct travel agent. The agent will collect the total balance from the guest, and send the net amount to the property. The guest must be credited with the full amount. In this case, the reservation appears as:


* CHANGE RESERVATION DETAIL *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:57 PM RDP120E 12.00 (00085)
Reservation Number 340 Type P2 V ADVRES Unit# (1)718 Type (2)1B
Arrival Sun (3)03/01/1998 Nts (3) 10 Departure Wed (3)03/11/1998
Last/First Name(16)GUJDA/TAMMY (4) Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 (17)3098 HOBBIT STREET Plan/Rate(5)RACK (6) 100.00
Address - 2 (18) Total Room Chg (7) 1010.00
City Name (19)FT. COLLINS State(20)CO Other Charges 110.00
Zip & Country (21)82098 (22) Sec. Deposit 0.00
Home/Bus Phone (23)970/479-8860(24) Total Tax (8) TA 70.70
CC Name/Exp/Aut(25)VISA (26)09/98(27) Total Charge 1190.70
CC #/Authorize$(28)4000444444444444 (29) 0.00 Deposit (9) 1089.70
Market Code (30)Regular Guest PN Total Balance Due 101.00
Share-With Deposit Date (10)** PAID **
Prt. Confirm GrpMst(11) 0.00
Mail Conf. T Conf. (12) 0.00
Daily Post GrpLdr (13) 0.00
Housekeeping Guest Folio A (14)IP 0.00
Comment-2 Guest Folio B (15)IP 0.00
Comment-3 Guest Folio I 0.00
Pre-deduct Agent Comm 101.00
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F8 Itinerary F7 Transact

Notice that the Total Charge is $1190.70 and the payment received is only $1089.70. This leaves a balance due equal to the amount of the pre-deducted commission, $101.

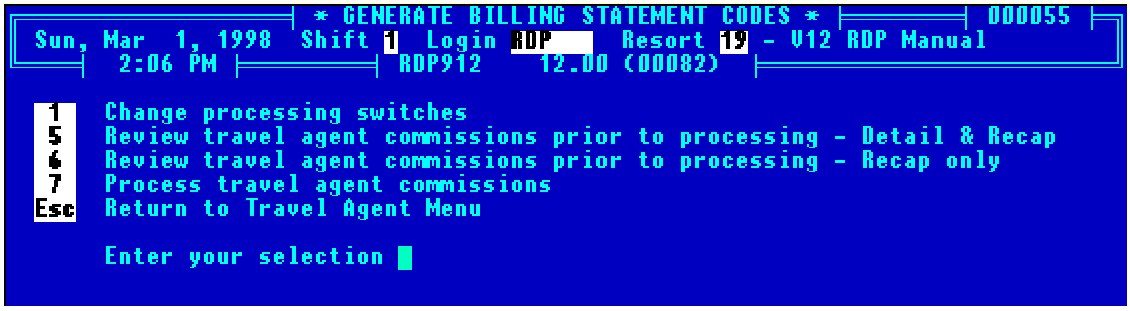
Switch 219-14, Merge Pre-deduct Commission and Adv. Deposits on Folio, is normally set to Yes. If it is set to Yes, the system generates five transaction codes at check-in. The first four transaction codes are generated with an asterisk, indicating “no prints” on the folio. As seen below, the only transaction the guest sees is the last B2DZ code with the description Pre-Payment from T.A. #42789134 for the full amount the guest should be credited, $1000.


Transaction Detail (EXP120FL.TXT)
Date P Tx Code Description Transfer From To Total Charge F T* Pkg *M N P
03/01/98* B2DD Rack Rate 535.00 I V
03/01/98 B223 Parking Garage 10.00 I
03/01/98 B224 Parking Surcharge 1.00 I
03/01/98 B1D1 Adv. Dep. Rcv. CHECK 123 -1089.70 I* *
03/01/98 B1DD Transfer to Guest Ledger 1089.70 I *
03/01/98 B2DD Transfer From Adv. Dep. Led. -1089.70 I *
03/01/98 B2DJ Credit for Pre-Deduct Comm. -101.00 I *
03/01/98 B2DZ Pre-Payment from TA 90649064 1190.70 I *
03/01/98 B2DZ Pre-Payment from TA 90649064 -1190.70 I
03/06/98* B2DD Rack Rate 224.70 I V
03/08/98* B2DD Rack Rate 321.00 I V
RtArr

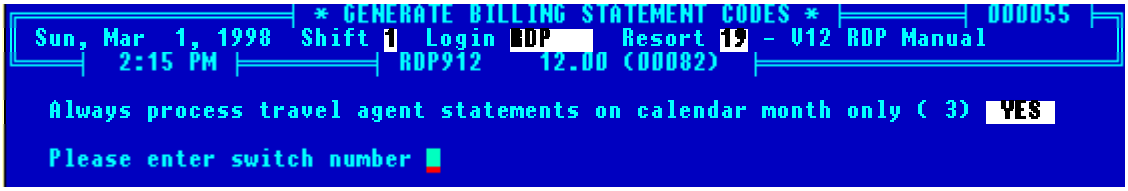
For pre-deduct travel agent reservations that are paid in full prior to the guest's arrival, the system automatically generates the following five transaction codes: B1DD, B2DD, B2DJ, and the off-setting B2DZ codes.

NON-DEDUCT TRAVEL AGENT COMMISSIONS

The commission transaction code (B6DD) is automatically generated when a pre-deduct travel agent reservation checks-in. Pre-deduct commissions are not shown on travel agent statements since they are already paid. However, non-deduct commissions must be generated with option “912” - “Process Travel Agent Activity” on the Travel Agent Master Menu (8). 912 contains the following options:


* GENERATE BILLING STATEMENT CODES *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:06 PM RDP912 12.00 (00082)
1 Change processing switches
5 Review travel agent commissions prior to processing - Detail & Recap
6 Review travel agent commissions prior to processing - Recap only
7 Process travel agent commissions
Esc Return to Travel Agent Menu
Enter your selection

Option	Description
1	Change processing flags. There are three "flags" that control processing in option 912. The first two relate to condominium properties only and are discussed in the ***Optional Modules*** chapter. The third flag reads:


* GENERATE BILLING STATEMENT CODES *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:15 PM RDP912 12.00 (00082)
Always process travel agent statements on calendar month only (3) YES
Please enter switch number

Most properties set this switch to No, forcing 912 to review and process non-deduct travel agent commissions for all checked-out reservations that have not yet been processed. No is the default setting.

A Yes setting is for customers who process travel agent statements on a calendar month only. For example, if the current date is September 15, 1998, the Yes setting processes travel agent commission through the end of the prior month (August).

5	Review travel agent commissions prior to processing - Detail and Recap. Choosing option 5 prints a detailed listing of each travel agent's commission, broken down by commissionable transactions on each reservation. The last page is a summary report showing a single total for each reservation by travel agent. This report ensures the proper travel agent is paid on each transaction. A sample of this report follows.
6	Review travel agent commissions prior to processing - Recap only. Choosing option 6 will print the last page of the report printed by option 5. It is a one-line summary of the amount owed each travel agent for each reservation.

Option	Description
7	Process travel agent commissions. Option 7 processes travel agent commissions by reading all folio transactions commissionable to non-deduct travel agents. Then, the system places one B6DD transaction code on the travel agent master for the total commission on all reservations. For example, if "McNamara Travel" had a reservation with 3 commissionable transactions, the system would generate one B6DD transaction equal to the total of the three transactions. 912-5 would show all three transactions on the reservation, as well at the new B6DD transaction code applied to the travel agent. 912-6 would only show the B6DD transaction.

Travel agent commissions must be processed before statements can be printed

When to Review

The review modes of 912 (options 5 and 6) can be used at any time. These are print-only features without any general ledger or statement ramifications. The review options show the total payable amount that will be generated the next time revenue is processed with option 912-7. The following page contains a sample report.

Option 912-5 (Review & Recap)

```
------------------------------------------------------------------------------
Condominium Control System              Time: 11:40   Sun, Mar  1, 1998 Report#
912                                                     Review Agent Activity -
Detail               Page 1
------------------------------------------------------------------------------
Travel        TX   Tx          TX Room    TX Other   TX Other  TA     TA Comm.
Agent #  Res# Code Date        Charge     Charge-1   Charge-2  Code   Code B6DD
-------- ---- ----- --------   -------- ---------- ---------- ------- ----------

10466523 253  B200 02/18/98      90.00       0.00       0.00    CA        9.00
10466523 253  B200 02/19/98      90.00       0.00       0.00    CA        9.00
10466523 253  B200 02/20/98     105.00       0.00       0.00    CA       10.50
                                ---------- ---------- ----------      ----------
         253  Hidalgo/Henry     285.00       0.00       0.00            28.50

10466523 254 B200 02/18/98      90.00       0.00       0.00    CA        9.00
10466523 254 B200 02/19/98      90.00       0.00       0.00    CA        9.00
10466523 254 B200 02/20/98     105.00       0.00       0.00    CA       10.50
                               ---------- ---------- ----------      ----------
         254  Marley/Ziggy     285.00       0.00       0.00            28.50

10466523 255 B200 02/18/98      90.00       0.00       0.00    CA        9.00
10466523 255 B200 02/19/98      90.00       0.00       0.00    CA        9.00
10466523 255 B200 02/20/98     105.00       0.00       0.00    CA       10.50
                               ---------- ---------- ----------      ----------
         255  Nicklaus/Jack    285.00       0.00       0.00            28.50

45689363 287 B200 02/27/98      70.00       0.00       0.00    CA        7.00
45689363 287 B200 02/28/98      70.00       0.00       0.00    CA        7.00
                               ---------- ---------- ----------      ----------
         287  Michael/Sharon   140.00       0.00       0.00            14.00


------------------------------------------------------------------------------
Condominium Control System                          Time: 11:40   Sun, Mar  1, 1998
Report# 912                Review Agent Activity - Detail                  Page 2
------------------------------------------------------------------------------
Travel          Travel Agent             TX Room    TX Other   TX Other   TA Comm.
Agent #  Res #  Company Name             Charge     Charge-1   Charge-2   Code B6DD
-------- ------ ------------------------ ---------- ---------- ---------- ---------

10466523    253 Big Apple Travel Serv.       285.00   0.00       0.00       28.50
10466523    254 Big Apple Travel Serv.       285.00   0.00       0.00       28.50
10466523    255 Big Apple Travel Serv.       285.00   0.00       0.00       28.50
                                           ---------- ---------- ---------- ---------
10466523 Sub-Totals                          855.00   0.00       0.00       85.50

45689363    287 Tina's Travels               140.00   0.00       0.00       14.00

                                          ========== ========== =======  =======
Grand Totals                              995.00       0.00       0.00    99.50
```

The review report shows how much the travel agent receives for each transaction on each reservation.

The 912 Review option shows that, when travel agent commissions are processed with option 912-7, travel agent number 10466523 will receive a total of $28.50 on reservation number 255 (Jack Nicklaus) and $28.50 for reservation number 254 (Ziggy Marley). A separate payable is created for each reservation, however a single check for a total of $85.50 will be generated from the Balance Forward statement.

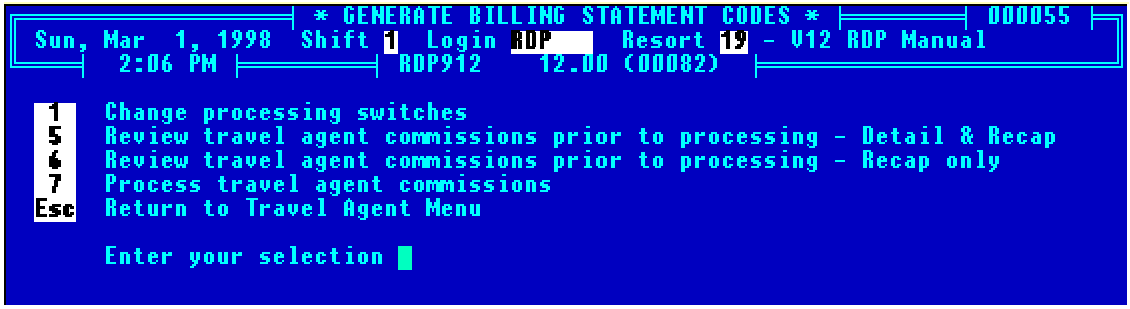
Correcting Pay Codes

If any mistakes have been found as part of the review process, it is possible to change the travel agent commission code on the reservation *prior* to processing revenue with option 912-7. In order to make the change, access the reservation through option 120 on the Front Desk Menu and enter the reservation number. Once the reservation is on the "Change Individual/Group Reservations" screen, press <ENTER> to change reservation detail. The system prompts:

Answer "Y", <PAGEDOWN> for the second reservation screen, and change field number 59 - Agent 1. Since the travel agent number will not be changed, press <ENTER> once. Now the commission code can be changed, and pressing <F3> can access a list of codes.

Processing Revenue

Once any incorrect pay codes are changed, process travel agent commissions with option 912-7.


* GENERATE BILLING STATEMENT CODES *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:06 PM RDP912 12.00 (00082)
1 Change processing switches
5 Review travel agent commissions prior to processing - Detail & Recap
6 Review travel agent commissions prior to processing - Recap only
7 Process travel agent commissions
Esc Return to Travel Agent Menu
Enter your selection

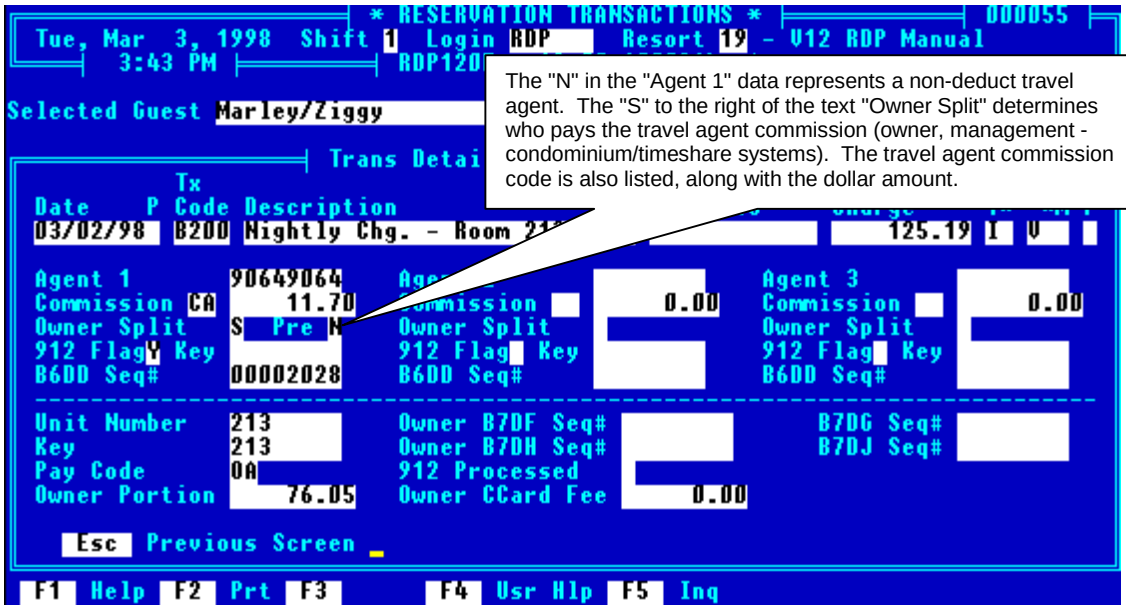
☒ ***In order to print travel agent statements it is critical to run option 912-7. Reviewing travel agent commissions with option 5 simply displays the revenue, option 912-7 processes the revenue and* links *the reservation to the agent. If option 7 is not ran, statements will print without revenue.***

VIEWING COMMISSION ON SPECIFIC TRANSACTIONS

Travel agents are paid based on commissionable transactions. To view the commission amount on a given transaction, proceed as follows:

1. Access the reservation with RDP120. Press <F7-TRANSACTIONS>, all transactions for the folio are displayed.

2. Use the arrow keys to move the highlight bar to any commissionable transaction, such as room charge. Press <F3 - DETAIL> to display the first transaction detail screen. Press <PAGEDOWN> to display the second transaction detail screen, displayed below:


* RESERVATION TRANSACTIONS *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:43 PM
Selected Guest Marley/Ziggy
Trans Detai
Tx
Date P Code Description
03/02/98 B200 Nightly Chg. - Room
125.19 I V
Agent 1
Commission CA 11.70
Owner Split S Pre N
912 Flag Y Key
B6DD Seq# 00002028
0.00
Agent 3
Commission 0.00
Owner Split
912 Flag Key
B6DD Seq#
Unit Number 213
Key 213
Pay Code 0A
Owner Portion 76.05
Owner B7DF Seq#
Owner B7DH Seq#
912 Processed
Owner CCard Fee 0.00
B7DG Seq#
B7DJ Seq#
Esc Previous Screen
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
The "N" in the "Agent 1" data represents a non-deduct travel agent. The "S" to the right of the text "Owner Split" determines who pays the travel agent commission (owner, management - condominium/timeshare systems). The travel agent commission code is also listed, along with the dollar amount.

The transaction above has been processed by option 912. The "Y" next to the "912 Flag" represents a processed transaction.

POSTING TRANSACTIONS DIRECTLY TO TRAVEL AGENTS

The balance due on travel agents can only be changed by posting transactions, including commissions generated with option 912-7, direct charges or adjustments posted to the travel agent with option 210, payments from the agent using option 500, and/or checks generated to the agent when statements are closed.

Any transaction applied to a travel agent increments the balance due immediately. For example, when a direct charge is posted to an agent with option 210, the system generates a B6xx transaction code and increments the balance due immediately. The balance due field on the agent is always equal to the sum of all transactions.

All transactions that effect travel agents must first be defined with option 182-2 (System Manager Menu) in the B6-Travel Agent ledger. Definition includes:

1. Each transaction in the B6 ledger is assigned a debit and credit account. Either the debit or the credit will always be the GL account # assigned to the B6 ledger as an offset with option 182-1.

2. The balance in the GL account assigned to the B6 ledger is equal to the total due all travel agents.

All transactions for a travel agent can be viewed in date order using options 502 and 215 from the Travel Agent Master Menu, or through <F5 - INQUIRE>.

Each transaction in the system is defined with a debit and credit account number. When transactions are posted to group masters, reservations, travel agents, or credit card masters, the balance due is incremented immediately. However, the debit/credit effect to the general ledger does not occur until the “900-E” - “Explode Transactions” option is used.

*See the **Night Audit** chapter for more information on exploding transactions.*

Special Billing Scenarios

Many times a travel agent does not "fit the mold" of a standard pre-deduct or non-deduct agent. In these scenarios, RDP requires certain manual postings to the travel agent master. Examples follow.

Pre-Deduct Agent Requires a Commission Check

Scenario: A pre-deduct travel agent collects full payment from the guest prior to check-in. Instead of pre-deducting their commission and forwarding the property the balance, the agent forwards the entire payment and requests a commission check. The commission check should be cut prior to the guest arrival.

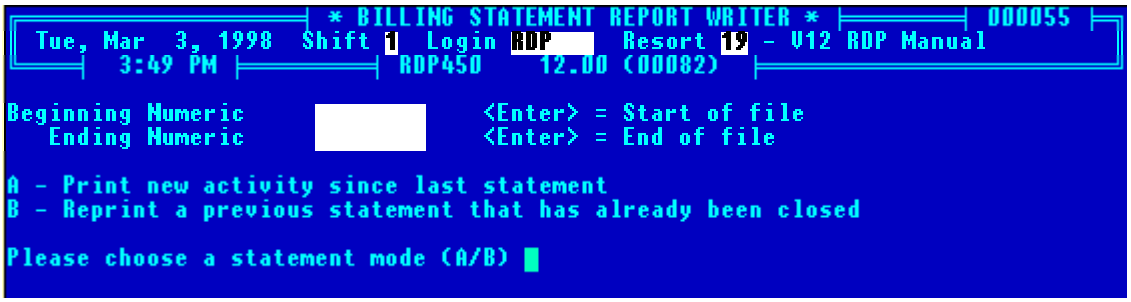
Solution:

1. Define the agent as non-deduct
2. Define a commission code of CZ, which is NON-COMMISSIONABLE.
3. Receive full payment and apply to reservation.
4. Manually post a negative charge directly to the travel agent (a B6 code).
5. Process and close statements - answer "YES" to create a check in the RDP system.

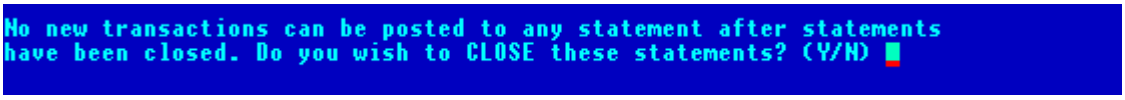
PRINTING AND CLOSING STATEMENTS

After travel agent commissions are processed with option 912-7, statements can be printed. Virtually all travel agents prefer balance forward statements, printed with option 564 on the Travel Agent Master Menu. Follow the steps below to print balance forward statements:

1. Choose option “564” - “Statements Balance Forward” on the Travel Agent Master Menu. Select an output option (Printer, Screen, File) and the range of travel agents. The system prompts:


* BILLING STATEMENT REPORT WRITER *
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:49 PM RDP450 12.00 (00082)
Beginning Numeric <Enter> = Start of file
Ending Numeric <Enter> = End of file
A - Print new activity since last statement
B - Reprint a previous statement that has already been closed
Please choose a statement mode (A/B)

2. Enter an “A” to print a new statement, the system prompts:


No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N)

3. Enter an N the first time a balance forward statement is printed. Entering No the first time statements are printed is critical, since corrections cannot be posted after statements are closed. The system prompts:

The ending statement date defaults to the current system date, 03/15/98 in this example. When selecting the default, the system prints transactions from the last statement marker (the last B6D@ transaction) to the current date.

If a date other than the default is entered as the ending statement date, the system uses this date as the cutoff. For example, if the current system date is 03/15/98, and a statement reflecting all transactions through the end of last month is required, enter the ending statement date as 02/28/98. The system prints all new transactions from the end of the last statement through 02/28/98. Any transactions dated 03/01/98 through 03/15/98 will not appear on this statement.

Close statements and answer "YES" to "Do you wish to generate a check for any credit balances?" even if checks are NOT printed from RDP. If statements are not closed, a credit balance accumulates on the travel agent master and commission payments are not reflected.

Closing Statements

After printing and reviewing statements for errors, close them by entering a Y at the "Do you wish to close... ?" prompt. A sample travel agent balance forward statement appears below:

```
YOUR COMPANY NAME HERE                          ** BALANCE FORWARD STATEMENT **
1650 E. Vail Valley Drive., Suite C1                  **  TRAVEL AGENTS **
Vail, CO 81657
(303) 476-9244


       Big Apple Travel Serv.                        Date   03/01/98
       160 Broadway                                  Number 10466523
       New York, NY  10038
       New York         NY   10038

Res #  Guest Name             Arrival  Departure Room Charge  Comm. Amount
------ ---------------------- -------- --------- ------------ ------------
   253 Hidalgo/Henry          02/18/98 02/21/98        285.00       -28.50
   254 Marley/Ziggy           02/18/98 02/21/98        285.00       -28.50
   255 Nicklaus/Jack          02/18/98 02/21/98        285.00       -28.50
                                                                ============
Res Activity from 01/31/98 to 03/01/98                               -85.50


Date  Code Description                  Charge     Tax    Total
----- ---- ---------------------------- ---------- ------ ----------
                                                           ==========
Direct Charge Activity from 01/31/98 to 03/01/98                0.00


STATEMENT SUMMARY
-----------------
Balance as of 01/31/98                                                0.00
Reservation Activity from 01/31/98 to 03/01/98                      -85.50
Direct Charge Activity from 01/31/98 to 03/01/98                      0.00
                                                                  ============
Total balance due Agent 10466523                                    -85.50
Paid Agent 10466523 -     57                                         85.50
Total balance due as of 03/01/98                                      0.00
```

Reprinting Statements

Statements can be reprinted from one statement marker to another. Statement markers are defined as B6D@ transaction codes. Looking at the above statement, there is a statement marker on 01/31/98, the last date a statement was closed (Balance as of 01/31/98). Use option B in option 564 for reprinting statements. The system prompts for a beginning statement date. In order for a statement to print, a statement marker must exist on the specified date.

Checks

Checks can be printed after statements are closed. Travel agent checks are printed with Option 323 on the Check Maintenance Menu. Option 323 prints all checks in the queue, defined as checks generated with statuses of "print=YES" and "0=Will Print". Additional notes on checks:

1. Vouchers are printed in RDP voucher number sequence. The system prompts for the starting check number which should match the first check in the printer. As checks are printed, the status is changed from "0=Will Print" to "1=Printed/Open".

2. All unprinted checks (status 0) can be changed to status "2=Skipped/Open" with option “325” - “Mark All New Checks as Skipped". Checks with a status of “2” will not print with Option 323-Print New Checks. This feature can be used if a large number of checks have been generated but are printed by another system.

3. Checks can be re-printed with Option “324” - “Re-Print Checks”. The re-print option prompts for a new check number. ALL checks in the voucher number range selected are printed except those with status "9=Voided". The new check number is assigned to each voucher as it is re-printed.

4. Checks are marked as "reconciled" with option "1-Display/Change/Reconcile". Checks can be accessed by RDP voucher number, check number, date created, or date printed.

5. Checks can be changed from one status to another with Option 321.

*See the **Check Maintenance** chapter for more information on printing checks.*

GENERAL LEDGER RAMIFICATIONS

Processing travel agent commissions with option 912-7 generates the B6DD commission code on the travel agent master. The general ledger effect of this code is to debit commission expense and credit travel agent accounts payable.

When checks are generated for travel agents with option “564” - “Statements - Balance Forward”, the system debits travel agent accounts payable and credits cash.

CONFIRMATION LETTERS AND TRAVEL AGENTS

RDP supports printing confirmation letters and deposit requests to guests. When a reservation is made by a travel agent, the system can automatically replace the name and address of the guest with the name and address of the travel agent. Whenever reservations are made with a travel agent, the system displays a prompt for "Mail Confirmation to". If this field is left blank, the confirmation is printed with the name of the guest. If the travel agent number is entered, the confirmation prints with the travel agent name and address.

HISTORICAL INQUIRY ON TRAVEL AGENTS

Option 502 on the Travel Agent Master Menu is one of the most powerful options available for viewing travel agent transaction history. After choosing option 502, the following screen appears:

* INQUIRE ON MASTER *
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
4:03 PM RDP500 12.00 (00083)
Agent Number 90649064 Agent Type 2
Agent Name New England Travel Balance Due -35.10
Posting Date Shift 1
Ledger B6 Code DD Comm to TA %%3 N#%%5 Year 1998
January (01) 0.00
February (02) 0.00
March (03) -35.10
April (04) 0.00
May (05) 0.00
June (06) 0.00
July (07) 0.00
August (08) 0.00
September (09) 0.00
October (10) 0.00
November (11) 0.00
December (12) 0.00
1998 Year-to-Date for B6DD (13) -35.10
1 Change the transaction code displayed
2 Change the year displayed
3 Display transactions for a selected month/year for the Tx code above
4 Display all transactions for this Agent
5 Display reservations for this Agent
C Change monthly total for this Agent
Esc Exit
Enter your selection
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

Option	Description
1	Change the transaction code displayed. Choosing 1 allows the MTD and YTD totals for a different B6 transaction code to be displayed for this travel agent. In the example above, the B6DD - Comm to TA %%3 is currently displayed. After selecting option 1, <F3-LOOK> is active to list available B6 codes. For example, code B6D7 can be entered to display the MTD and YTD “Pd to TA - Voucher” transactions for this travel agent.
2	Change the year displayed. Option 2 changes the year for the MTD and YTD totals. Any past year can be displayed.
3	Display transactions for a selected month/year for the TX code above. Option 3 displays each transaction code that comprises the MTD or YTD total for the B6 code currently displayed. In the example above, the B6DD code has a $-63.90 total for January, 1998. Option 3 would show each transaction that comprises the $-63.90.
4	Display all transactions for this travel agent. Option 4 displays all transactions for this travel agent, regardless of transaction code or year.

Option	Description
5	Display reservations for this Travel Agent. Displays future, in-house, active history, and non-active history reservations.

Transaction Inquiry

All transactions can be viewed for a travel agent using <F5 - INQUIRE> or option 502. Both options use a standard look screen with a variety of keys:

Key	Action
<HOME>	First transaction
<END>	Last transaction
<PAGEDOWN>	Next screen of transactions
<PAGEUP>	Previous screen
<ARROWS>	Scroll transactions
<F3 - DETAIL>	Transaction Detail
Date	Entering a starting date moves the highlight bar to the first transaction for the date entered.

TRAVEL AGENT REPORTS

Three statistical reports can be generated for travel agents:

1. Revenue by Travel Agent - Totals (388)

2. Revenue by Travel Agent - Detail (389)

3. Revenue by Travel Agent - Quarterly (393)

The first two revenue reports, 388 and 389, compare this months total bookings and revenue to yearly totals for the agent. The third report follows and prints the number of bookings and total revenue by quarter. These reports are useful in determining travel agents that are booking the property on a regular basis.

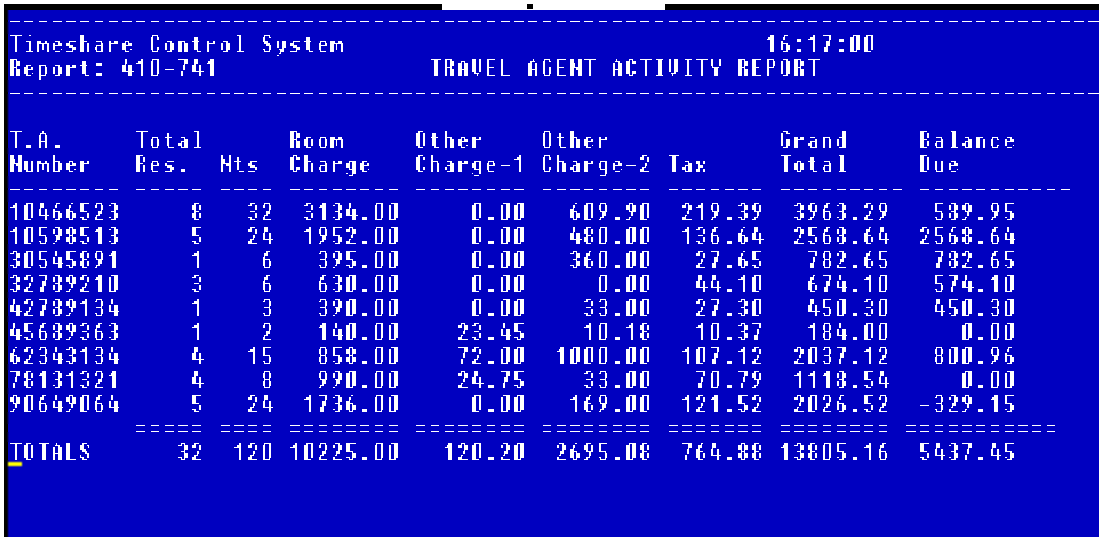
Revenue by Travel Agent - Quarterly (393)

```
-------------------------------------------------------------------------------------------------------------------------------
  Condominium Control System                        15:13:16              Sun, Mar  1, 1998 (9803)
  Report: 450-393              QUARTERLY TOTALS FOR TRAVEL AGENTS                          Resort: 19      Page  1
-------------------------------------------------------------------------------------------------------------------------------

                          |-- 1st Quarter ---||-- 2nd Quarter ---| |-- 3rd Quarter ---| |-- 4th Quarter ---| |-- Yearly Totals -|
  Travel Agent Name        Days  Room Revenue  Days    Room Revenue Days    Room Revenue Days    Room Revenue Days    Room Revenue
-----------------------  ------- ------------ ------- ------------ ------- ------------ ------- ------------ ------- ------------
  Big Apple Travel Serv.      16      1494.00       0         0.00       0         0.00       0         0.00      16      1494.00
  Get U There                 20      1632.00       0         0.00       0         0.00       0         0.00      20      1632.00
  Tina's Travels               2       140.00       0         0.00       0         0.00       0         0.00       2       140.00
  Aladdin Travel               6       558.00       0         0.00       0         0.00       0         0.00       6       558.00
  Y U Go Travel                6       600.00       0         0.00       0         0.00       0         0.00       6       600.00
                         ======= ============ ======= ============ ======= ============ ======= ============ ======= ============
  Grand Totals-Agents         50      4424.00       0         0.00       0         0.00       0         0.00      50      4424.00
```

The travel agent statistical reports are only available with module RC - Statistics installed. Please contact RDP Sales at (970) 845-1140 for more information.

In addition to these statistical reports, two other standard reports exist which track travel agent reservations, 740 and 741, Reservation History by Travel Agent, Detail and Totals, respectively. These reports can be printed for a range of departure dates and look at future, in-house, active, or non-active reservations.
A sample totals report follows:

Res/History by Travel Agent (741)



Timeshare Control System 16:17:00
Report: 410-741 TRAVEL AGENT ACTIVITY REPORT

T.A. Number	Total Res.	Nts	Room Charge	Other Charge-1	Other Charge-2	Tax	Grand Total	Balance Due
10466523	8	32	3134.00	0.00	609.90	219.39	3963.29	589.95
10598513	5	24	1952.00	0.00	480.00	136.64	2568.64	2568.64
30545891	1	6	395.00	0.00	360.00	27.65	782.65	782.65
32789210	3	6	630.00	0.00	0.00	44.10	674.10	574.10
42789134	1	3	390.00	0.00	33.00	27.30	450.30	450.30
45689363	1	2	140.00	23.45	10.18	10.37	184.00	0.00
62343134	4	15	858.00	72.00	1000.00	107.12	2037.12	800.96
78131321	4	8	990.00	24.75	33.00	70.79	1118.54	0.00
90649064	5	24	1736.00	0.00	169.00	121.52	2026.52	-329.15
TOTALS	32	120	10225.00	120.20	2695.08	764.88	13805.16	5437.45

GUEST HISTORY

OVERVIEW

Guest history is one of the most important features in the RDP system. Many property management systems provide reservation history - a historical record of each reservation staying at the property. However reservation history poses a serious marketing problem during large direct mail campaigns. With reservation history, each reservation is stored in a historical file, without any provision for multiple stays.

For example, if Mr. Jones from Little Rock, Arkansas stays at the property fifteen times throughout the year, and the marketing department targets the Little Rock area for a direct mail campaign, Mr. Jones will receive fifteen pieces of mail; or an employee will have the unenviable task of searching the mailing for duplicate names and addresses.

With RDP, each guest is entered into history once through the reservation process described in chapter 5. This design not only saves the reservationist from re-inputting personal guest information, such as address and phone numbers, but also saves time and money when processing a large mailing.

This chapter details the features of the Guest History database, including:

Adding Guests to History
Marketing to Past Guests
Inquiring on Non-Active Reservations

ADDING GUESTS TO HISTORY

There are three ways to add a guest to the historical database:

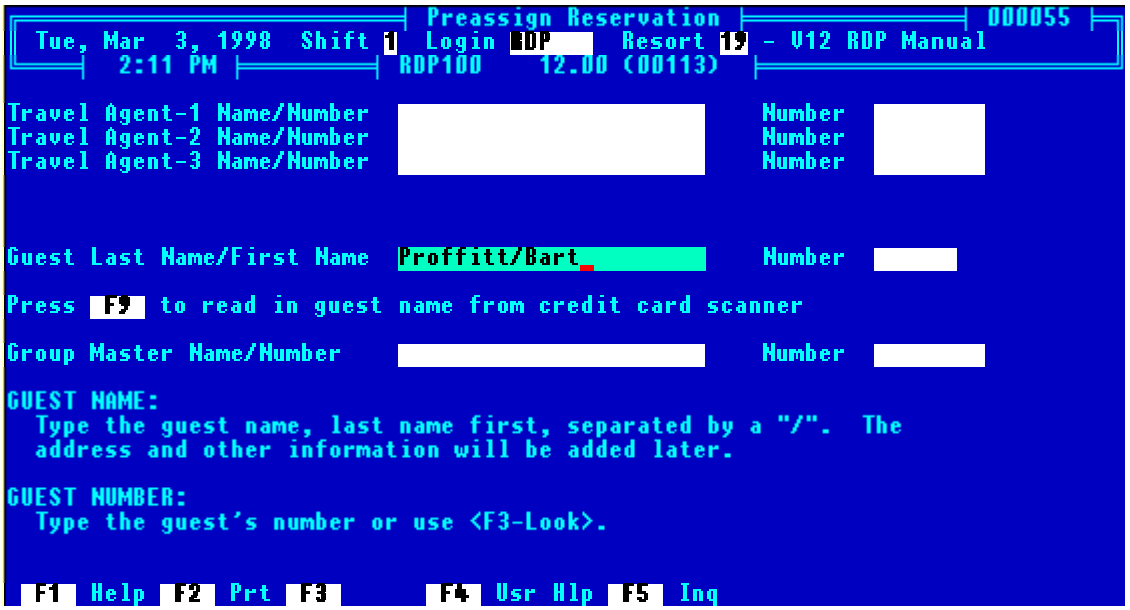
1. A new reservation.
2. Direct addition.
3. Checkout.

Making a New Reservation

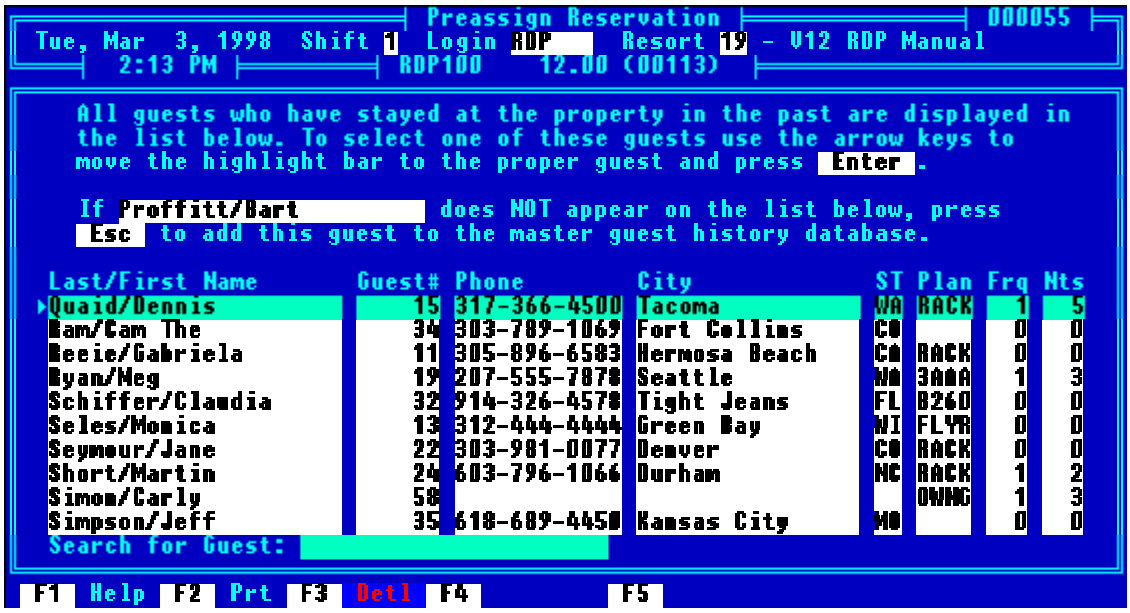
Guests are commonly added to the historical database by making a new reservation in option 100. Choosing option 100 lists the different reservation types:

* NEW INDIVIDUAL RESERVATION *
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:08 PM RDP100 12.00 (00113)
I Inventory Reservation
A Inventory Availability
P Preassign Reservation
R Room Availability
O Owner Reservation
G Guest of Owner Reservation
S Special Reservation
X Remove from Inventory
Esc Return to Reservation Menu
Enter your selection

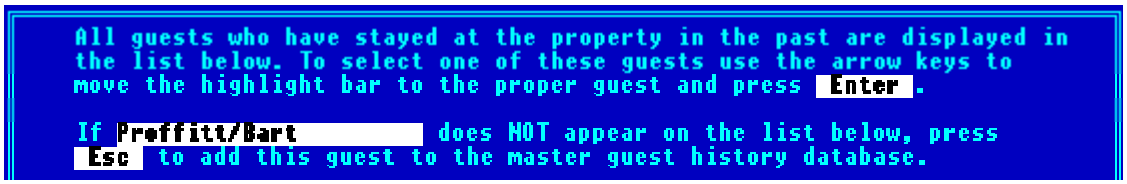
Each reservation type (excluding maintenance) searches guest history and adds the new guest to the historical file prior to filing. Options “P” and “I” search guest history after the optional travel agent fields:


Preassign Reservation
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:11 PM RDP100 12.00 (00113)
Travel Agent-1 Name/Number
Travel Agent-2 Name/Number
Travel Agent-3 Name/Number
Number
Number
Number
Guest Last Name/First Name Proffitt/Bart
Number
Press F9 to read in guest name from credit card scanner
Group Master Name/Number
Number
GUEST NAME:
Type the guest name, last name first, separated by a "/". The address and other information will be added later.
GUEST NUMBER:
Type the guest's number or use <F3-Look>.
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

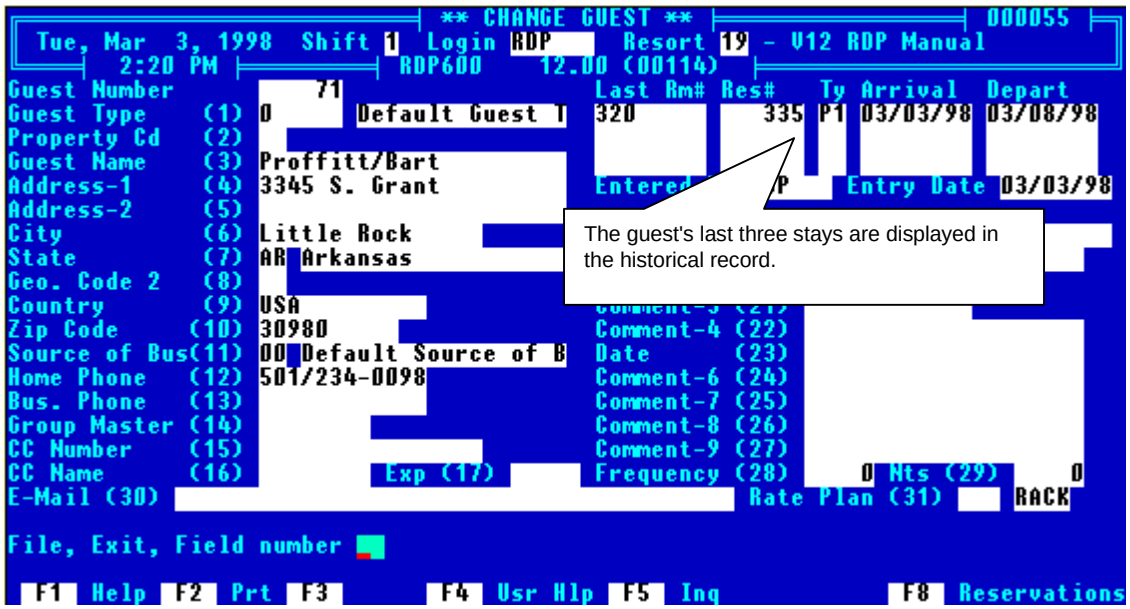
Once the guest name is entered (Last Name/First Name), RDP displays the guest history database in alphabetic order, with the name closest to the one entered highlighted:


Preassign Reservation
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:13 PM RDP100 12.00 (00113)
All guests who have stayed at the property in the past are displayed in the list below. To select one of these guests use the arrow keys to move the highlight bar to the proper guest and press Enter.
If Proffitt/Bart does NOT appear on the list below, press Esc to add this guest to the master guest history database.
Last/First Name Guest# Phone City ST Plan Frq Nts
Quaid/Dennis 15 317-366-4500 Tacoma WA RACK 1 5
Bam/Cam The 34 303-789-1069 Fort Collins CO 0 0
Beeie/Gabriela 11 305-896-6583 Hermosa Beach CA RACK 0 0
Ryan/Meg 19 207-555-7878 Seattle WA 3AAA 1 3
Schiffer/Claudia 32 914-326-4578 Tight Jeans FL B26D 0 0
Seles/Monica 13 312-444-4444 Green Bay WI FLYR 0 0
Seymour/Jane 22 303-981-0077 Denver CO RACK 0 0
Short/Martin 24 603-796-1066 Durham NC RACK 1 2
Simon/Carly 58 OWNC 1 3
Simpson/Jeff 35 618-689-4458 Kansas City MO 0 0
Search for Guest:
F1 Help F2 Prt F3 Del F4 F5

In the example above, Bart's name was not found in the guest history database, therefore the next closest name is highlighted, Dennis Quaid. The paragraph at the top of the screen provides on-line help for adding the new guest to history:


All guests who have stayed at the property in the past are displayed in the list below. To select one of these guests use the arrow keys to move the highlight bar to the proper guest and press Enter.
If Proffitt/Bart does NOT appear on the list below, press Esc to add this guest to the master guest history database.

As the paragraph above suggests, pressing <ESCAPE> adds the name to guest history. If Mr. Proffitt's name appeared in the guest history database, highlighting his name and pressing <ENTER> allows the reservationist to use historical data, including address, phone number, and credit card information. Once the reservation is filed, a guest history record exists for Mr. Proffitt. The guest history record can be viewed or changed with option "202" - "Change Guest History".


** CHANGE GUEST **
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:20 PM RDP600 12.00 (00114)
Guest Number 71
Guest Type (1) 0 Default Guest T
Property Cd (2)
Guest Name (3) Proffitt/Bart
Address-1 (4) 3345 S. Grant
Address-2 (5)
City (6) Little Rock
State (7) AR Arkansas
Geo. Code 2 (8)
Country (9) USA
Zip Code (10) 30980
Source of Bus (11) 00 Default Source of B
Home Phone (12) 501/234-0098
Bus. Phone (13)
Group Master (14)
CC Number (15)
CC Name (16)
Exp (17)
E-Mail (30)
Last Rm# Res# Ty Arrival Depart
320 335 P1 03/03/98 03/08/98
Entered P Entry Date 03/03/98
Comment-4 (22)
Date (23)
Comment-6 (24)
Comment-7 (25)
Comment-8 (26)
Comment-9 (27)
Frequency (28) 0 Nts (29) 0
Rate Plan (31) RACK
The guest's last three stays are displayed in the historical record.
File, Exit, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F8 Reservations

The guest history record stores address, phone numbers, source of business code, market code, and credit card information. In addition the guest's last three stays display in the upper right corner of the screen.

Guest history comment fields are updated based on two system switches, found in option 319 from the System Manager Menu:

GST HIST Update guest history comments on new reservation (7) YES
GST HIST Update guest history comments during check-out (8) YES

Switch 319-7 controls the updating of guest history comments 1 - 9 (fields 19-27) as part of a new reservation. For example, if switch 319-7 is set to YES and Comment-1 is changed to reflect a special housekeeping need, the guest history comment is changed to reflect the new request when the reservation is filed. Switch 319-8 controls the update of guest history comments at checkout.

All other guest history fields (address. Phone, etc.) are updated once the new reservation is filed.

Direct Addition to History

Many properties add potential guests directly to history for mailings or other direct marketing campaigns. Potential guests can be added using option “200” - “Add Name to Guest History” from the Past Guest Master & History Menu (9). Option 200 provides a blank guest history record which can be filled in accordingly. In addition to Source of Business Code, Market Code, and State, two additional fields are available for categorizing guests:

- Guest Type
- Geographic Code

Guest Type

Use guest types to categorize guests for mailings or brochure requests. For example, a new guest type of “BR” - “Brochure” could be created for potential guests who call requesting property information.

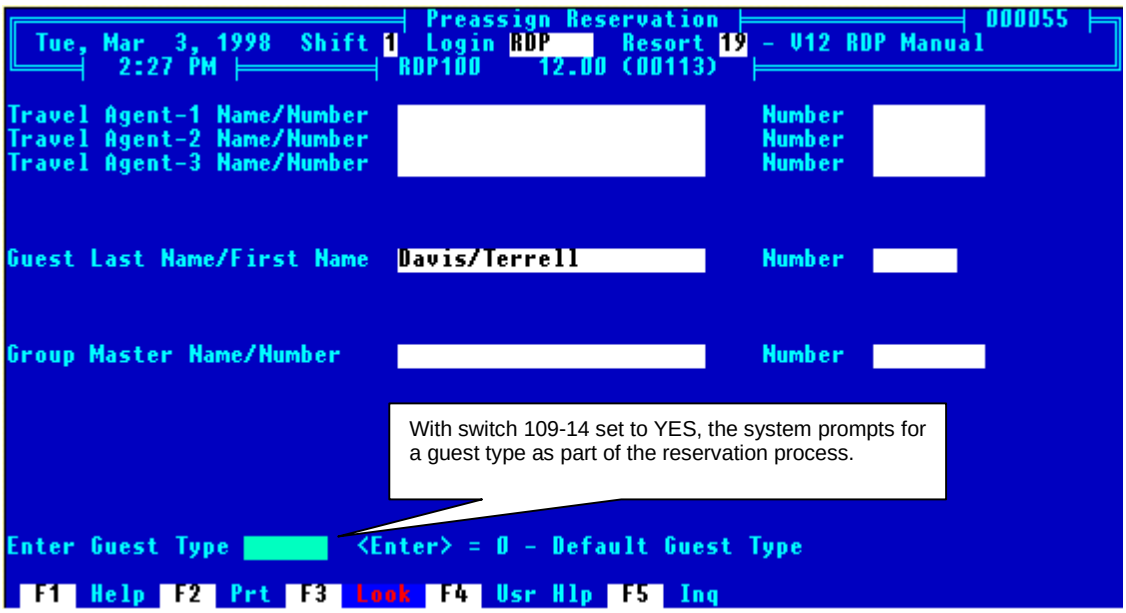
Use the following steps for adding new guest types to the RDP system:

1. From the System Manager Menu, choose option “090” - “Update System Tables”
2. Choose option “U” - “Update Table Records”.
3. Enter table number “CA” - “Guest Type Validation”.
4. Add a sub-record to the table:

* UPDATE TABLFILE.DAT *
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:25 PM RDPD90 12.00 (00115)
Table CA Guest Type Validation 03 06 01 24
Sub-record Number BR
(1)-Description BROCHURE REQUEST

After filing the new sub-record, use it to categorize potential guests who call requesting a brochure describing the property. With the new guest type, letters or labels can be created based on those guests requesting information (Guest Type = BR).

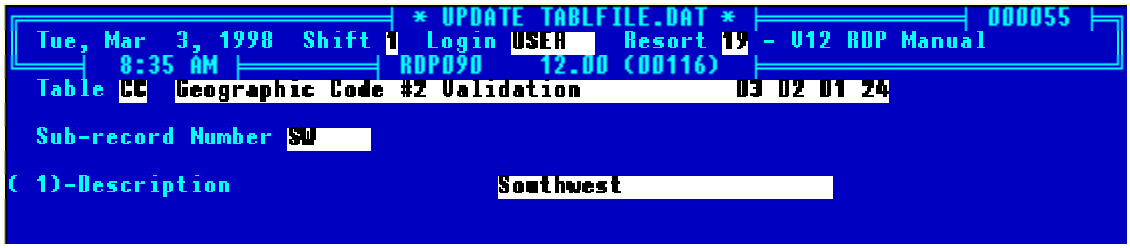
Guest types can also be used as part of the reservation process to further segment guest history. With switch 109-14, Prompt for Guest Type when adding to Guest History, set to YES, option 100 prompts for a type of guest from Table CA when making a new reservation. In option 100, the system prompts for a guest type after entering the guest’s name:


Preassign Reservation
000055
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:27 PM RDP100 12.00 (00113)
Travel Agent-1 Name/Number
Travel Agent-2 Name/Number
Travel Agent-3 Name/Number
Number
Number
Number
Guest Last Name/First Name
Davis/Terrell
Number
Group Master Name/Number
Number
With switch 109-14 set to YES, the system prompts for a guest type as part of the reservation process.
Enter Guest Type
<Enter> = 0 - Default Guest Type
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

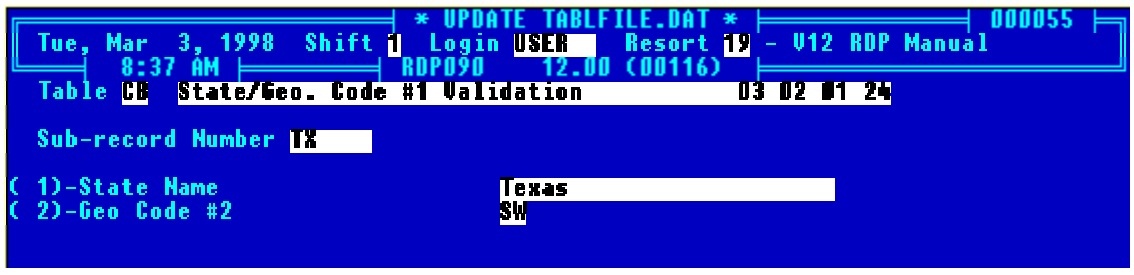
Geographic Code

The geographic code can be used to segment states into marketing clusters. For example, if a large part of the property's business comes from New Mexico, Colorado, Oklahoma, and Texas, assign these four states to the "SW" - "Southwest" region. Now, mailings or marketing letters can easily be sent to guests in these four states. To add a geographic code, follow these steps:

1. From the System Manager Menu, choose option "090" - "Update System Tables".
2. Choose option "U" - "Update Table Records".
3. Update table "CC" - "Geographic Code #2 Validation".
4. Add a sub-record to the table:


* UPDATE TABLFILE.DAT *
000055
Tue, Mar 3, 1998 Shift 1 Login USER Resort 19 - V12 RDP Manual
8:35 AM RDP090 12.00 (00116)
Table CC Geographic Code #2 Validation 03 02 01 24
Sub-record Number SW
(1)-Description
Southwest

5. Access sub-record TX (Texas) in table "CB" - "Geographic Code #1 Validation". Add "SW" (Southwest) "Geo Code #2" (Field #2).


* UPDATE TABLFILE.DAT *
000055
Tue, Mar 3, 1998 Shift 1 Login USER Resort 19 - V12 RDP Manual
8:37 AM RDP090 12.00 (00116)
Table CB State/Geo. Code #1 Validation 03 02 01 24
Sub-record Number TX
(1)-State Name
Texas
(2)-Geo Code #2
SW

Now, anytime a reservation is made with the state of Texas, or a guest history record directly added with the state of Texas, the geographic code defaults to “SW” for Southwest.

Add to Guest History at Checkout

Anytime a reservation does NOT have a guest history number, the system prompts for addition to guest history prior to checkout. Most group reservations will not have guest history numbers since they are made in batches with option 102 on the Group Master Menu. After choosing the checkout option in RDP131, the system prompts:

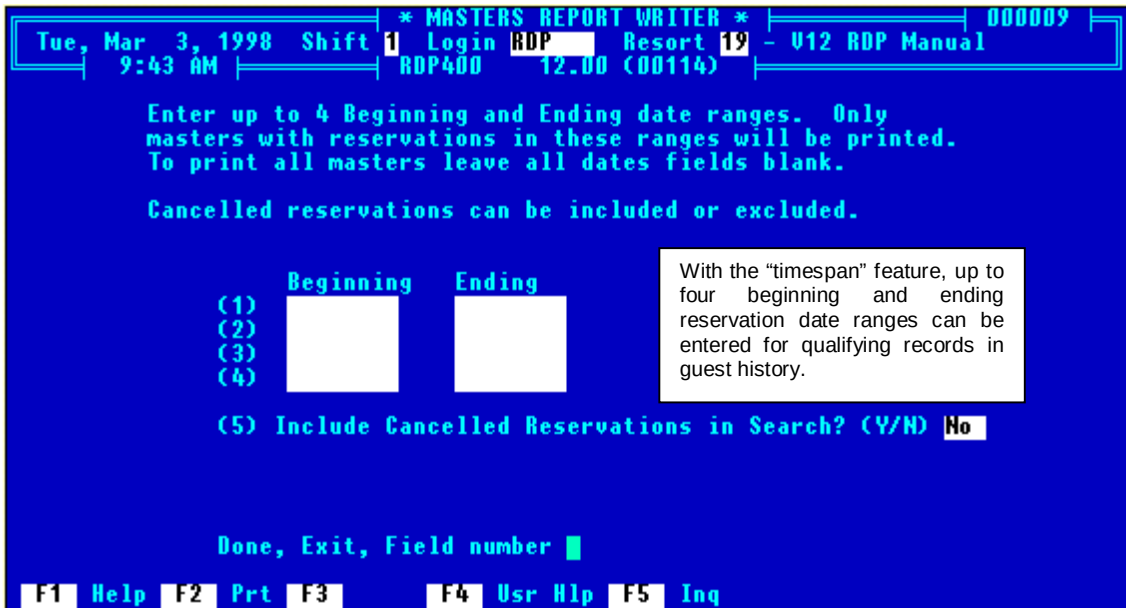
* INDIVIDUAL CHECK-OUT *
000009
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:40 AM RDP130B 12.00 (00116)
Reservation Number 304 Type P6 V CKD-IN Unit# 105 QType 18
Arrival Sat 02/28/1998 Nts 2 Departure Mon 03/02/1998
Last/First Name Dolemz/Linda Adlt 1 Teen 0 Chld 0 Pets 0
Address - 1 Plan/Rate SHAR 0.00
Address - 2 Total Room Chg 0.00
City Name State Other Charges 0.00
Zip & Country Sec. Deposit 0.00
Home/Bus Phone Total Tax TA 0.00
CC Name/Exp/Aut Total Charge 0.00
CC #/Authorize$ 0.00 Deposit 0.00
Market Code Association - Group 06 Total Balance Due 0.00
Share-With $0 VIP N Deposit Date ** N/A **
Prt. Confirm. Y Maid Y GTD N GrpMst MONKEES IP 0.00
Mail Conf. To Srce of Bus 04 Conf. 0.00
Daily Post Y Move OK? GrpLdr 78 GA 0.00
Housekeeping Guest Folio A IP 0.00
Comment-2 Dly Chg No Guest Folio B IP 0.00
Comment-3 Request No Guest Folio I 0.00
Pre-deduct Agent Comm 0.00
Add this guest to guest history? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

As a standard, guests without addresses should not be added to history - without an address it is impossible to mail any correspondence!

MARKETING TO PAST GUESTS

The RDP guest history database is a powerful marketing tool. Any guest who has stayed at the property can be contacted through his guest history record. And, as mentioned above, guest history mailings can be segmented to include certain areas of the country, certain guest types, guests with a specific source of business, or a certain market code.

The two main guest history marketing functions are labels and letters. Both can be created for any mixture of past guests by qualifying on any field in the past guest record. In addition to qualifying guests based on the fields in guest history, guests can be selected based on reservation dates. Both labels and letters can be configured to prompt for a range of reservation dates, similar to the following:


* MASTERS REPORT WRITER *
000009
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:43 AM RDP400 12.00 (00114)
Enter up to 4 Beginning and Ending date ranges. Only
masters with reservations in these ranges will be printed.
To print all masters leave all dates fields blank.
Cancelled reservations can be included or excluded.
Beginning
Ending
(1)
(2)
(3)
(4)
(5) Include Cancelled Reservations in Search? (Y/N) No
Done, Exit, Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

With the "timespan" feature, up to four beginning and ending reservation date ranges can be entered for qualifying records in guest history.

Using the *timespan* feature, up to four reservation date ranges can be entered in order to qualify guest history records. For example, if the property wants to reach all individuals who have stayed at the property during the past four off-seasons in order to alert them of an "off-season discount", enter the off-season dates for the past four years in the above timespan screen.

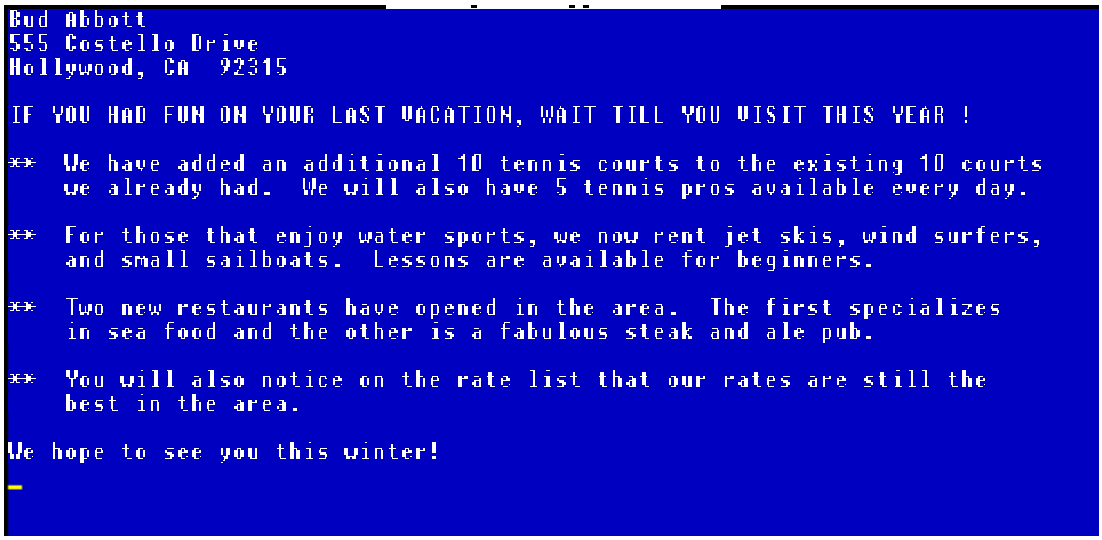
Include canceled reservations by answering "YES" to the "Include canceled reservations in search?" prompt.

Guest History Letters

Print letters to past guests using option "860" - "Letters to Past Guests" on the Past Guest Master & History Menu (9). The letter included with the system is a sample and can be modified using RDP's Report Writer. There is no limit to the number of past guest letters that can be created and added to the Guest History Menu. For example, the property can create an "On-Season", "Off-Season", "Frequent Guest", and "VIP" letter, all of which have their own options on the Past Guest Master & History Menu.

See the System Administrator chapter for more information on creating and customizing reports.

A sample guest history letter follows:


Bud Abbott
555 Costello Drive
Hollywood, CA 92315
IF YOU HAD FUN ON YOUR LAST VACATION, WAIT TILL YOU VISIT THIS YEAR !
** We have added an additional 10 tennis courts to the existing 10 courts we already had. We will also have 5 tennis pros available every day.
** For those that enjoy water sports, we now rent jet skis, wind surfers, and small sailboats. Lessons are available for beginners.
** Two new restaurants have opened in the area. The first specializes in sea food and the other is a fabulous steak and ale pub.
** You will also notice on the rate list that our rates are still the best in the area.
We hope to see you this winter!

INQUIRING ON NON-ACTIVE RESERVATIONS

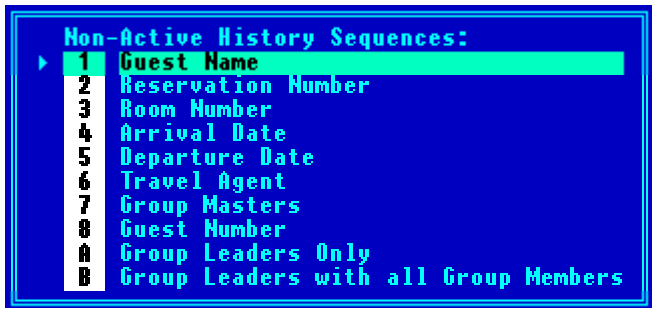
Another function on the Past Guest Master and History Menu is the ability to inquire on non-active reservations. To review, reservations are transferred to non-active history nightly as part of the audit process. Option 910 transfers reservations from active to non-active history based on the following criteria:

- The reservation has a balance due of zero ($0.00)
- If the reservation is tied to a group leader, all group members have a balance due equal to zero ($0.00)
- The reservation has been checked out for more than the number of days specified in C1 sub-record 910.

Reservations transferred to non-active history are not deleted from the system. Use option 116 on the Past Guest Master and History Menu to inquire on reservations in the non-active history file. After accessing option 116, a screen similar to the “Change Individual/Group Reservations” screen discussed in the Reservations, Front Desk, and Night Audit chapters appears:

* CHANGE NON-ACTIVE HISTORY *
000009
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:50 AM RDP135 12.00 (00114)
Guest Name/Res. Number
NAME: Enter all or part of the guest's last name.
NUMBER: Enter the reservation number if known.
UNIT: For in-house guests, press <Enter> to skip to the "Unit" field and enter the Unit number.
F1 Help F2 Prt F3 Look F4 Usr Hlp F5 Inq

Here, enter either the name or reservation number of the non-active reservation, or use <F3 - LOOK> to inquire based on the following criteria:



Once a reservation is accessed, view on both reservations screens, transactions (<F7>), and notes (<F6>). However, if it is necessary to make any changes to the non-active reservation, first transfer it to active history with option "137" - "Transfer Non-Active to Active". Follow these steps for making the transfer:

1. Access the reservation in option 137.
2. Press <ENTER> to transfer from non-active to active.
3. Answer "YES" to the transfer question:

4. Make any changes with option 120 on the Reservations, Front Desk, or Night Audit Menu.

Many times a guest (or company) will request a folio copy months after departure. If the guest has transferred to non-active history, use option "136" - "Print Folio from Non-Active". After accessing the guest history record, press <ENTER> to print the folio.

HOUSEKEEPING

OVERVIEW

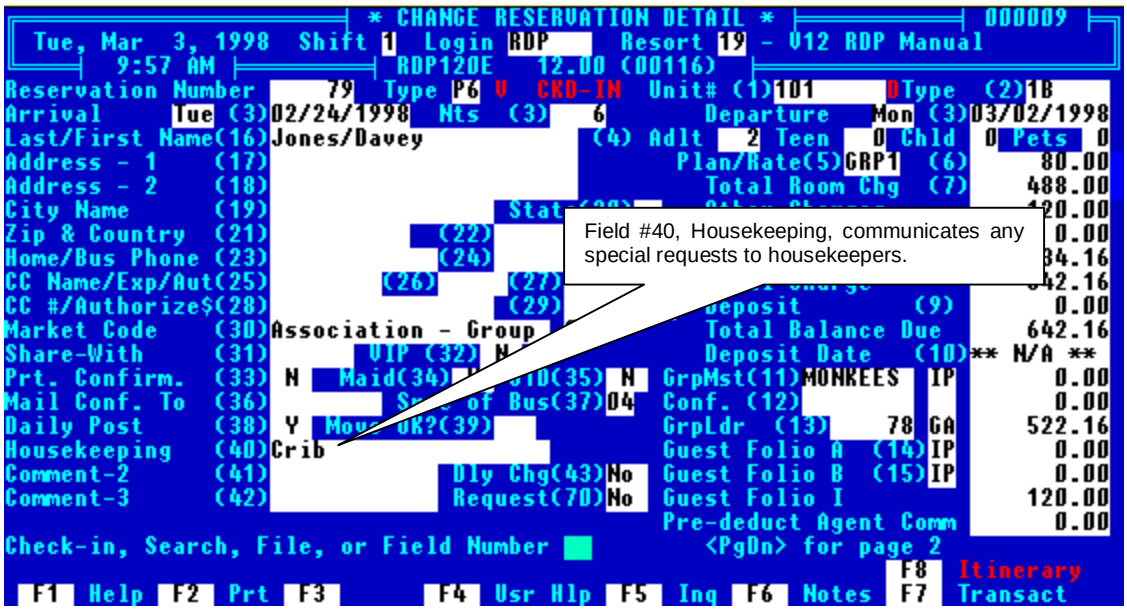
The RDP Housekeeping Menu contains all of the necessary housekeeping functions, including the ability to inquire on and change reservations, access the reservation tape chart, change a “maid comment” on the room master, and change the housekeeping status of each room (clean and dirty). In addition to these functions, RDP includes a wide variety of standard housekeeping reports. This section details the various housekeeping functions, including:

Inquiring on and Changing Reservations
Changing the Room Master Maid Comment
Changing Room Status
Housekeeping Reports
Maid Zones
Maintenance Reservations

INQUIRING AND CHANGING RESERVATIONS

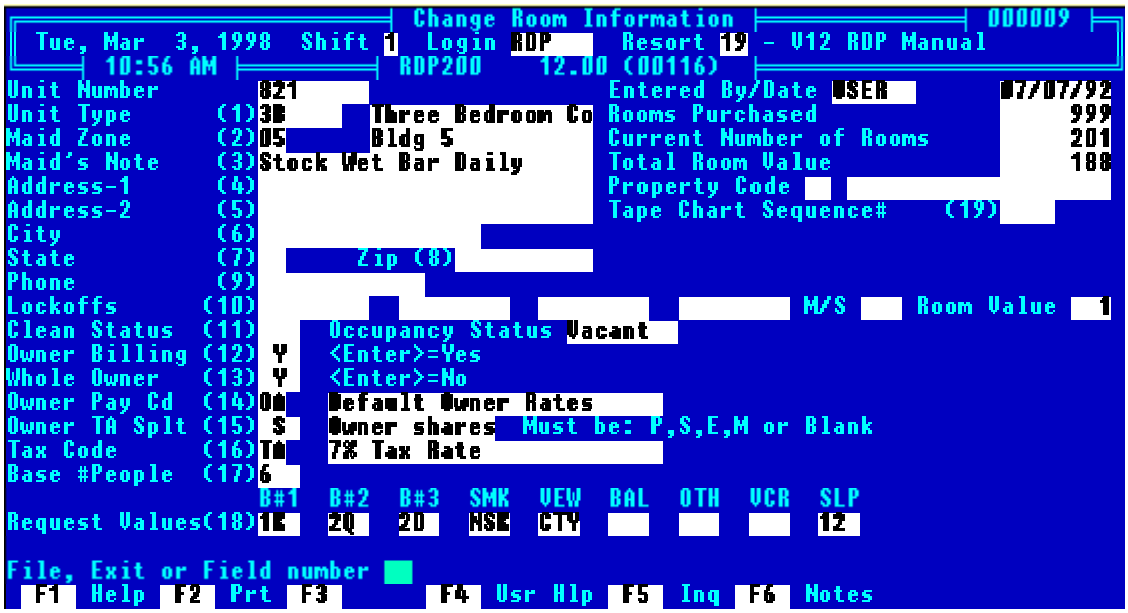
Options 115 and 120 on the Housekeeping Menu give housekeepers the ability to look at and change reservations. Option “115” - “Inquire on Reservations” accesses the same “Change Individual/Group Reservations” screen detailed in previous chapters. From the “Change” screen, enter either the guest name, reservation number, or room number (for checked-in guests) of the specified reservation. After accessing the reservation, press <ENTER> to view either the first or second reservation screen. By allowing housekeepers to view the reservation screens, all information is available to them, including any pertinent information entered in comment fields, such as special honeymoon packages or departure information.

Option “120” - “Change Maid Comment-Folio” is the identical 120 option located in the Reservations, Front Desk, and Night Audit Menus. RDP120 allows the housekeeper to change the Maid Comment on the reservation (Field #40). This housekeeping field is an RDP standard and prints on all housekeeping reports. Many times, the reservationist will use this field to communicate any special housekeeping requests, such as a crib or rollaway. After the request has been delivered, many housekeeping departments do not want this information to display on reports. To stop the crib/rollaway request from printing on reports, use option 120 and access the specified reservation by reservation number, guest name, or room number (for checked-in guests), press <ENTER> to change detail and access field #40 - Housekeeping. At the Housekeeping field, use the space bar to blank out any old information or add any new comments, such as “extra blankets” or “late check-out”.


* CHANGE RESERVATION DETAIL *
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:57 AM RDP120E 12.00 (00116)
Reservation Number 79 Type P6 V CKD-IN Unit# (1)101 DType (2)1B
Arrival Tue (3)02/24/1998 Nts (3) 6 Departure Mon (3)03/02/1998
Last/First Name(16)Jones/Davey (4) Adlt 2 Teen 0 Chld 0 Pets 0
Address - 1 (17) Plan/Rate(5)GRP1 (6) 80.00
Address - 2 (18) Total Room Chg (7) 488.00
City Name (19) 0.00
Zip & Country (21) (22) 0.00
Home/Bus Phone (23) (24) 34.16
CC Name/Exp/Aut(25) (26) (27) 42.16
CC #/Authorize$(28) (29) Deposit (9) 0.00
Market Code (30)Association - Group Total Balance Due 642.16
Share-With (31) VIP (32) N Deposit Date (10)** N/A **
Prt. Confirm. (33) N Maid(34) (35) N GrpMst(11)MONKEES IP 0.00
Mail Conf. To (36) Conf. (12) 0.00
Daily Post (38) Y GrpLdr (13) 78 GA 522.16
Housekeeping (40)Crib Guest Folio A (14)IP 0.00
Comment-2 (41) Dly Chg(43)No Guest Folio B (15)IP 0.00
Comment-3 (42) Request(70)No Guest Folio I 120.00
Pre-deduct Agent Comm 0.00
Check-in, Search, File, or Field Number
<PgDn> for page 2
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes F7 Transact F8 Itinerary
Field #40, Housekeeping, communicates any special requests to housekeepers.

CHANGING THE ROOM MASTER MAID COMMENT

It is possible to have a maid comment associated with each room in the system. This maid comment is attached to the specific room, not a reservation. For example, if a suite has a small wet bar which requires stocking on a daily basis, the maid comment could read “Stock Wet Bar Daily” as a reminder to the housekeeper assigned to the room. In order to add or change a maid comment, use option “202” - “Change Maid Comment-Room Mastr”. After choosing option 202, select the appropriate room number and the following screen appears:


Change Room Information
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:56 AM RDP200 12.00 (00116)
Unit Number 821 Entered By/Date USER 07/07/92
Unit Type (1)3B Three Bedroom Co Rooms Purchased 999
Maid Zone (2)05 Bldg 5 Current Number of Rooms 201
Maid's Note (3)Stock Wet Bar Daily Total Room Value 188
Address-1 (4) Property Code
Address-2 (5) Tape Chart Sequence# (19)
City (6)
State (7) Zip (8)
Phone (9)
Lockoffs (10) M/S Room Value 1
Clean Status (11) Occupancy Status Vacant
Owner Billing (12) Y <Enter>=Yes
Whole Owner (13) Y <Enter>=No
Owner Pay Cd (14)0 Default Owner Rates
Owner TA Splt (15) $ Owner shares Must be: P,$,E,M or Blank
Tax Code (16)TA 7% Tax Rate
Base #People (17)6
B#1 B#2 B#3 SMK VEW BAL OTH VCR SLP
Request Values(18)1K 2Q 2D NSK CTY 12
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

Access the “Maid’s Note” by entering a “3” at the field number prompt. Entering a “3” brings the cursor to the “Maid’s Note” field, where a comment can be added, changed, or deleted. File any changes.

Delete a maid comment by accessing field #3 and pressing either the space bar or delete key!

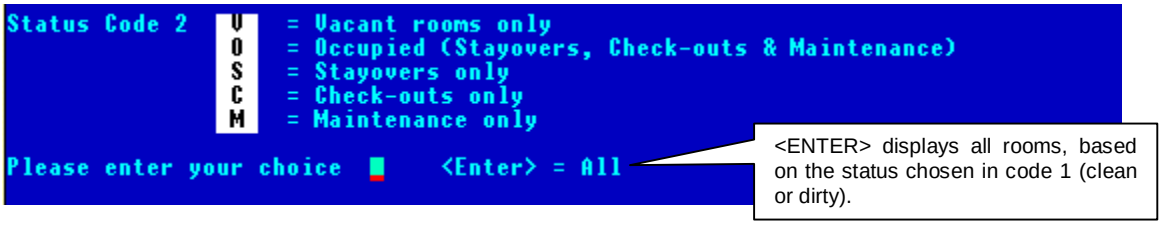
CHANGING ROOM STATUS

At most properties, relaying clean rooms to the front desk is the most critical housekeeping function. Use option “206” - “Change Room Status” in order to change a room from dirty to clean (or clean to dirty). Once the room status is changed to clean, the front desk does not receive any warnings regarding room status as part of the check-in process. After choosing option 206, the system displays:

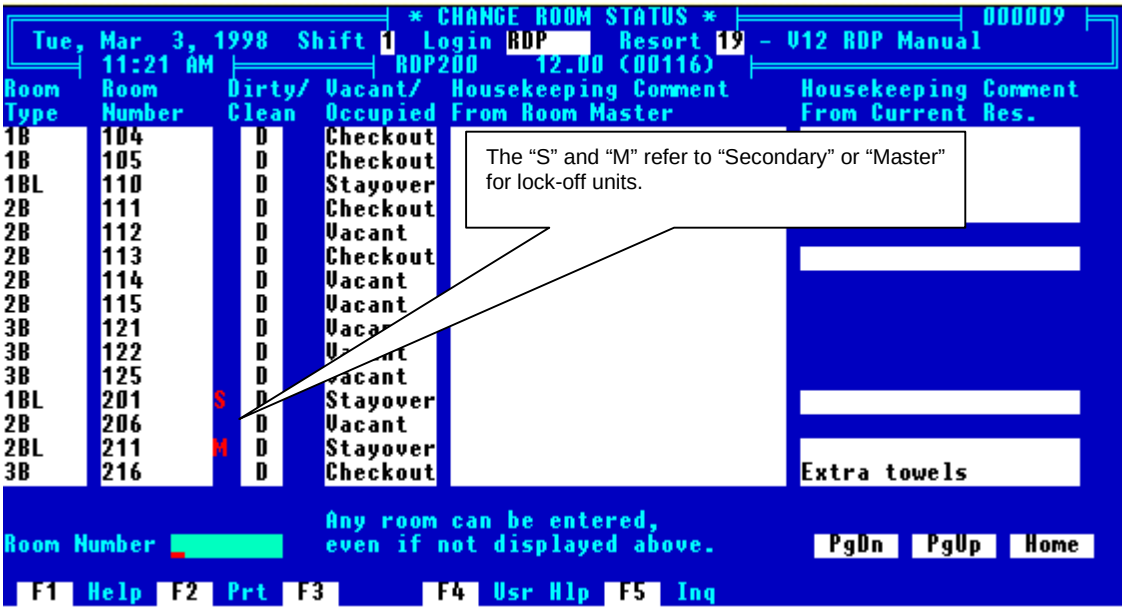
* CHANGE ROOM STATUS *
000009
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
10:59 AM RDP200 12.00 (00116)
Status Code 1 (D=Dirty, C=Clean)
<Enter> = All, <Esc> = Exit

Enter “D” to display only dirty rooms, “C” to display clean rooms, or <ENTER> for all rooms regardless of the clean status.

Next, the system displays a list of occupied statuses:


Status Code 2
V = Vacant rooms only
O = Occupied (Stayovers, Check-outs & Maintenance)
S = Stayovers only
C = Check-outs only
M = Maintenance only
Please enter your choice
<Enter> = All
<ENTER> displays all rooms, based on the status chosen in code 1 (clean or dirty).

Enter the appropriate category. The system then displays the “Change Room Status” screen:


* CHANGE ROOM STATUS *
000009
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:21 AM RDP200 12.00 (00116)
Room Type
Room Number
Dirty/ Clean
Vacant/ Occupied
Housekeeping Comment From Room Master
Housekeeping Comment From Current Res.
1B 104 D Checkout
1B 105 D Checkout
1BL 110 D Stayover
2B 111 D Checkout
2B 112 D Vacant
2B 113 D Checkout
2B 114 D Vacant
2B 115 D Vacant
3B 121 D Vacant
3B 122 D
3B 125 D Vacant
1BL 201 S D Stayover
2B 206 D Vacant
2BL 211 M D Stayover
3B 216 D Checkout
Extra towels
The “S” and “M” refer to “Secondary” or “Master” for lock-off units.
Room Number
Any room can be entered, even if not displayed above.
PgDn PgUp Home
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

Units are displayed based on the above criteria (Dirty, Clean, Stayover, Vacant, etc.). For occupied units, the housekeeping comment (Comment-1) from the reservation displays along with the Maid Comment from the Unit Master screen. The Maid Comment from the Unit Master is a text field that can be utilized for providing additional housekeeping information about a specific room. The reservation comment is used for housekeeping needs for that specific reservation such as extra towels, crib, etc.

The option line at the bottom of the screen prompts for the unit number. To change the status, enter the unit number. The unit does NOT have to be listed on the current screen. The system then displays the current status and prompts for a new status. Type the new status and press <ENTER>.

Blank Is Clean

Clean units are blank in the clean/dirty status column. To mark a unit clean, enter the unit number and press <ENTER> twice. The second <ENTER> accepts the default clean status of " " (blank).

The list of unit numbers can be changed using <PGUP>, <PGDN>, <HOME>, and <END>, making viewing fast and easy.

HOUSEKEEPING REPORTS

RDP provides several standard housekeeping reports, including:

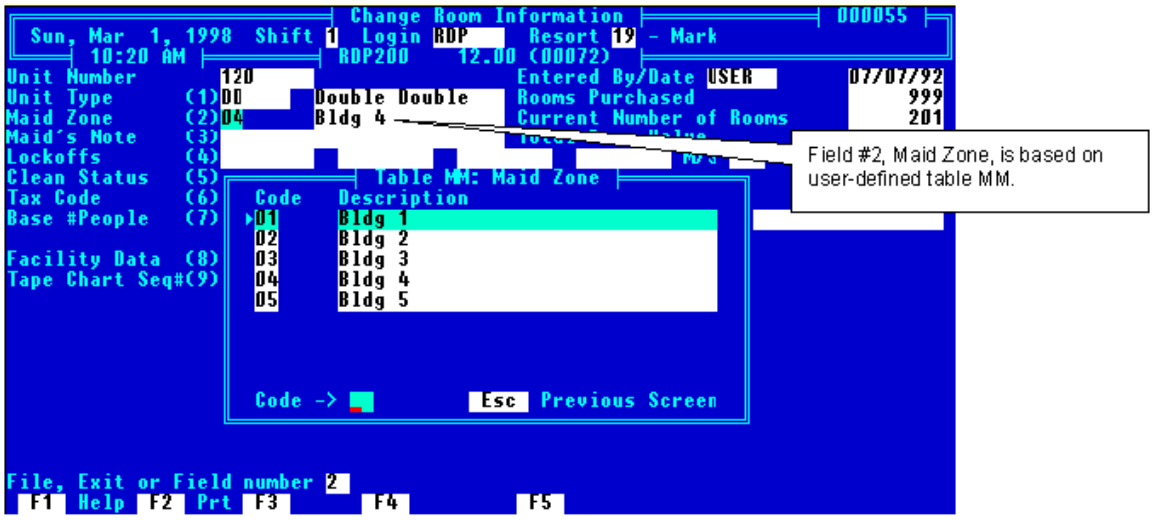
Housekeeping Reports Menu (Table
Tue, Mar 3, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
11:26 AM RDPMENU 12.00 (00116)
>>>> Housekeeping Reports <<<<
331 Room Status - All Rooms
332 Dirty Rooms - All
333 Dirty Rooms - Occupied
334 Dirty Rooms - Vacant
335 Clean Rooms - All
336 Clean Rooms - Occupied
337 Clean Rooms - Vacant
351 Vacant Rooms - All
352 Vacant Rooms - Dirty
353 Vacant Rooms - Clean
354 Occupied Rooms - All
355 Occupied Rooms - Dirty
356 Occupied Rooms - Clean
357 Occupied Rooms - Checkouts
358 Occupied Rooms - Stayovers
365 All Rooms - w/Next Res. Info
366 Check-outs - w/Next Res. Info
712 Arrival Report
716 Departure Report
790 Out of Order Rooms (Future)
791 Out of Order Rooms (Current)
831 Room Status & Occupancy
Enter option
E Exit RDP
Enter Room Status - All Rooms
Esc Previous Menu
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq
Serial#

A sample “331” - “Room Status - All Rooms”, with the housekeeping status of each room, along with the occupied status, follows:

```
  Condominium Control System                                                                                09:56:01  Sun, Mar  1, 1998 (9803)
  Report: 400-332                              Dirty Rooms - All                                                Resort: 19      Page  1

            Occupied                                                  Maid Comment-1 from  Housekeeping Notes from  Property Code
  Room# St  Status    Res #  Ty Arrive   Depart   Adt Kid Reservation in Room  Room Master File         and Description
  ---- --  --------  ------ -- -------- -------- --- --- -------------------- ------------------------ ----------------------
  101   D   Checkout      79 P6 02/24/98 03/01/98   2   0
  102   D   Checkout      82 P6 02/24/98 03/01/98   2   0
  103   D   Vacant
  104   D   Checkout      81 P6 02/24/98 03/01/98   2   0
  105   D   Checkout      80 P6 02/24/98 03/01/98   2   0
  110   D   Stayover     298 P6 02/28/98 03/05/98   2   1
  111   D   Checkout     282 P5 02/25/98 03/01/98   2   0
  112   D   Vacant
  113   D   Checkout     290 G5 02/25/98 03/01/98   2   0
  201   D   Stayover     300 P5 02/28/98 03/07/98   2   0
  211   D   Lock-off     300 P5 02/28/98 03/07/98   2   0
  216   D   Stayover     299 P5 02/28/98 03/02/98   3   0 Extra towels
  221   D   Vacant
  222   D   Checkout     291 P5 02/26/98 03/01/98   2   0
  223   D   Checkout     292 P5 02/26/98 03/01/98   2   0
  224   D   Vacant
  301   D   Checkout     289 O5 02/26/98 03/01/98   2   1
  501   D   Checkout     286 G5 02/26/98 03/01/98   2   1
  508   D   Stayover     273 P6 02/26/98 03/04/98   2   1
  625   D   Checkout     285 O5 02/24/98 03/01/98   2   0
  725   D   Maintnce     284 X6 02/27/98 03/03/98   0   0
  825   D   Maintnce     283 X6 02/24/98 03/03/98   0   0
  LEADERD   Checkout      78 M6 02/24/98 03/01/98   0   0
================================================================================================================================================
  Total Rooms on this report =     23   Total Adults =     33  Children =      4
  (Sharewiths do not show on this report)
```

MAID ZONES

With RDP Version 12, a new field exists on the room master, #2 - Maid Zone. In the past, many properties used property codes in order to sort housekeeping reports by floor or building number. However, with the property code enhancements to the V12 RDP system, the new field was created in order to accommodate such housekeeping reports. The new field is based on table MM, where all maid zones are stored. A sample room master is displayed below.

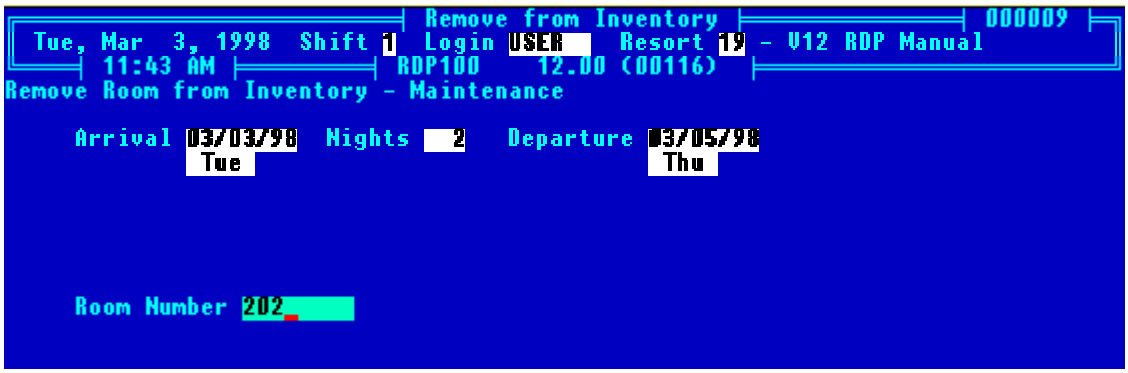

Change Room Information
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - Mark
10:20 AM RDP20D 12.00 (00072)
Unit Number 120
Unit Type (1) DD Double Double
Maid Zone (2) 04 Bldg 4
Maid's Note (3)
Lockoffs (4)
Clean Status (5)
Tax Code (6)
Base #People (7)
Facility Data (8)
Tape Chart Seq# (9)
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Table MM: Maid Zone
Code Description
01 Bldg 1
02 Bldg 2
03 Bldg 3
04 Bldg 4
05 Bldg 5
Code ->
Esc Previous Screen
File, Exit or Field number 2
F1 Help F2 Prt F3 F4 F5
Field #2, Maid Zone, is based on user-defined table MM.

Maid zones are not required for each room master, they are only used for sorting housekeeping reports.

MAINTENANCE RESERVATIONS

Many housekeeping departments report and take units “out of order”. Although there is no Maintenance Reservation option on the Housekeeping Menu, it can either be added through the System Manager Menu, or the Reservations Menu can be used.

In order to take a room “out of order”, access the Reservations Menu (1) from the RDP Main Functions Menu. Use option “100” - “Make a New Reservation”, and choose “X” - “Remove from Inventory”. After choosing option X, the system prompts for arrival and departure dates as well as a room number.


Remove from Inventory
000009
Tue, Mar 3, 1998 Shift 1 Login USER Resort 19 - V12 RDP Manual
11:43 AM RDP100 12.00 (00116)
Remove Room from Inventory - Maintenance
Arrival 03/03/98 Tue
Nights 2
Departure 03/05/98 Thu
Room Number 202

Enter the estimated timeframe the unit will be out of order in the arrival and departure dates. There is no maximum stay for maintenance reservations.

After entering arrival and departure dates and the room number, the system displays the first reservation screen, with the cursor stopping at the “Removal Reason”.

Remove from Inventory
000009
Tue, Mar 3, 1998 Shift 1 Login USER Resort 19 - V12 RDP Manual
11:44 AM RDP100E 12.00 (00116)
Reservation Number T00001 Type X1 V ADVRES Unit# 202 Type TBL
Arrival Tue 03/03/1998 Nts 2 Departure Thu 03/05/1998
Removal Reason Needs New Shower Head Adlt 0 Teen 0 Chld 0 Pets 0
Address - 1
Address - 2
City Name
Zip & Country
Home/Bus Phone
CC Name/Exp/Aut
CC #/Authorize$
Market Code
Share-With
Prt. Confirm.
Mail Conf. To
Daily Post
Housekeeping
Comment-2
Comment-3
Plan/Rate MAINT 0.00
Total Room Chg 0.00
Other Charges 0.00
Sec. Deposit 0.00
Total Tax TA 0.00
0.00
0.00
Maintenance Nights XM
VIP N
N Maid Y GTD N GrpMst 0.00
Srce of Bus X@ Conf. 0.00
Y Move OK? N GrpLdr 0.00
Guest Folio A IP 0.00
Dly Chg Set Guest Folio B IP 0.00
Request No Guest Folio I 0.00
Pre-deduct Agent Comm 0.00
Enter the reason for taking the room “out of order” in the “Removal Reason” field.
<PgDn> Skip all remaining fields on page 1 <PgUp> Exit reservation
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

After entering a removal reason, <PAGE DOWN> twice and file the reservation. Once the reservation is filed, check the maintenance reservation in and out with options RDP120 and RDP131.

FORECASTING AND TRACKING REVENUE WITH STATISTICS

OVERVIEW

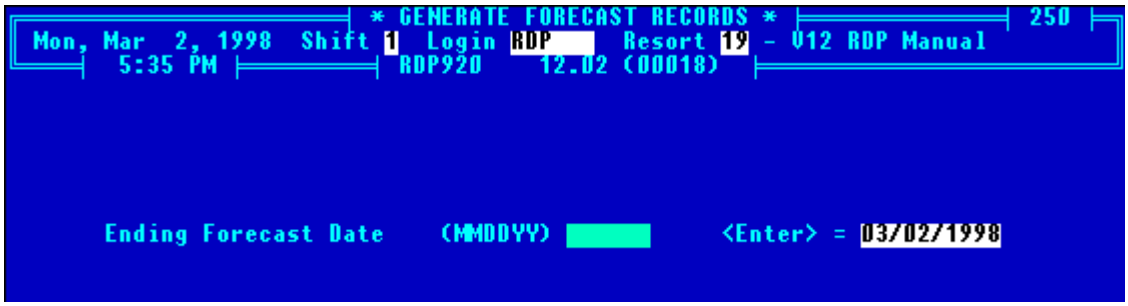
The Statistics Menu contains several reports with critical management and marketing information. Statistical reports display revenue totals by market code, state, rate plan, source of business, unit type, group master, travel agent, units, and owners (for condominium and timeshare properties). In addition to displaying revenue totals, detail reports can be produced for each category displaying reservations comprising the totals. Also, average daily rates and the number of occupied rooms are displayed.

In addition to Statistic reports, RDP also provides revenue forecasting reports. One of most important marketing jobs at any property is to forecast, track, and increase total revenue. This chapter details the use of statistics and forecasting, including:

Option 920 - Generate Forecasting Records
Changes to the Statistical File
Deleting Forecasting Records
Forecasting Reports
Sample Statistical Reports
Generating Statistics
Inquiring on Statistics
Adjusting Entries to Statistics
The Enhanced Daily Manager's Report
Statistics from Prior Years

OPTION 920 - GENERATING FORECASTING RECORDS

Forecasting reports are based on future statistical records generated using option "920" - "Generate Forecasting Records" on the System Manager menu. Option 920 prompts for the ending forecast date, seen below. Any future date may be entered up to the system's ending availability date, approximately four years in the future. After selecting an ending date, the program deletes all current forecasting records prior to adding new ones.


* GENERATE FORECAST RECORDS *
250
Mon, Mar 2, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
5:35 PM RDP920 12.02 (00018)
Ending Forecast Date (MMDDYY)
<Enter> = 03/02/1998

A record is generated for all future and in-house reservations falling between the current system date and the ending forecast date. Option 920 reads the reservations and then finds all pre-posted transactions associated with them. If the reservation is for five nights, but only one pre-posted rate transaction exists, option 920 uses the cost of the transaction and inserts one statistical record for each day, similar to the following table.

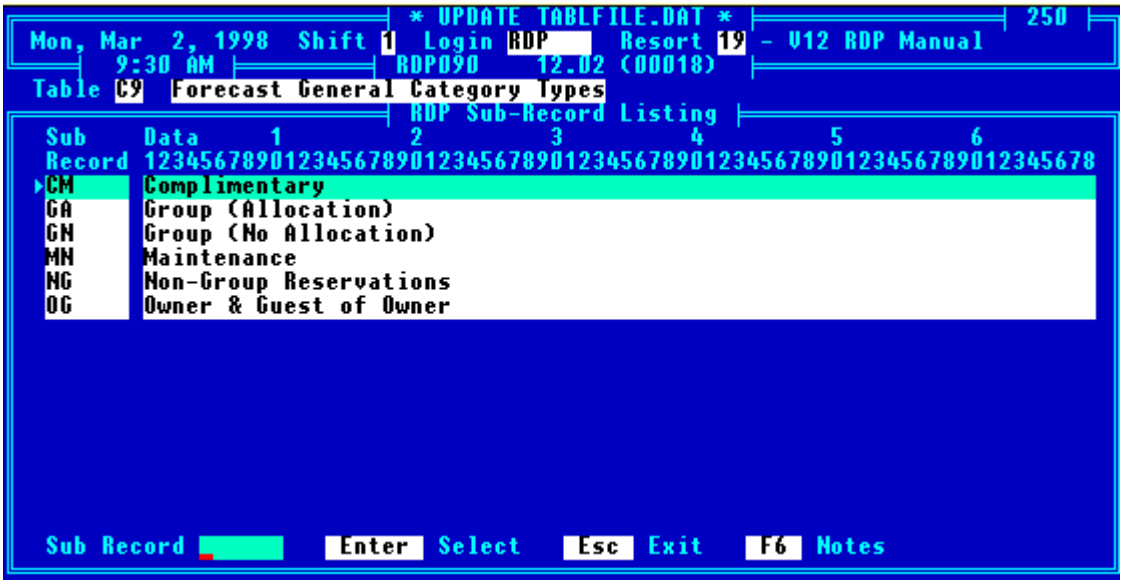
A five-night reservation (3/1 - 3/5) with a AAA rate of $90/night (one pre-posted transaction) has the following records:	
March 1	90.00
March 2	90.00
March 3	90.00
March 4	90.00
March 5	90.00

These records are added to the current Statistical file. Using the Statistical file makes it possible to sum revenue and occupied counts for prior years as a comparison to current and future years. The forecasted records only include actual reservations. Group blocks that have NOT been picked up are not included.

CHANGES TO THE STATISTICAL FILE

The statistical file now contains the following fields:

1. Forecast Flag - The Forecast Flag marks an “F” in the field to distinguish these records from actual statistical records. Reports can use this flag as a qualifier.
2. Arrival/Departure/Stayover - The Arrival/Departure/Stayover field indicates what day of the reservation the forecast record is for. A departure record is generated for each reservation so that accurate departure numbers are generated even if there are no transactions for the departure date.
3. General Category - The General Category field is used for the categories found on the 360 report. These category definitions are stored in Table C9. Sub-records CANNOT be added or deleted to Table C9, however the descriptions may be changed. This table is used as a look-up for the descriptions only. RDP920 marks each stat record with one of the following categories:



4. Total Rooms - The total rooms for the property are stamped into each forecasting record and each statistical record so that occupancy percentages can be calculated.

The first time Option 920 is run, the system updates all past stat records with the total number of rooms for the property.

Table RT stores the total rooms by room type. These numbers are used to calculate occupancy by room type as well as total occupancy for the property. Option 920 updates Table RT automatically.

DELETING FORECASTING RECORDS

The system generates daily statistics while closing the day with option "902" - "Change to New Date" on the Night Audit menu. At that time, any existing forecasting records for the current day are deleted based on the record's “F” forecasting flag. The program then continues generating statistical records.

FORECASTING REPORTS

Menu option "5" - "Forecast Reports" is added to the main menu as part of the Forecasting module. It includes the following reports. All reports listed are defined in Table XE. Options 250-255 are DOS reports, Crystal reports begin with the letter “A”.

Report #	Report Name	Report Type
250	Future Market Code Totals	DOS
251	Future State Totals	DOS
252	Future Rate Plan Totals	DOS
253	Future Source of Business Totals	DOS
254	Future Room Type Totals	DOS
255	Future Property Code Totals	DOS
A02	Market Code Forecast	Crystal
A04	State Forecast	Crystal
A06	Rate Plan Forecast	Crystal
A08	Source of Business Forecast	Crystal
A10	Room Type Forecast	Crystal
A74	Market Code Forecast – Cross Tab	Crystal
A76	State Forecast – Cross Tab	Crystal
A78	Rate Plan Forecast – Cross Tab	Crystal
A80	Source of Business Forecast – Cross Tab	Crystal
A82	Room Type Forecast – Cross Tab	Crystal

Sample Report - Revenue Forecast by Source of Business (Cross-Tab)

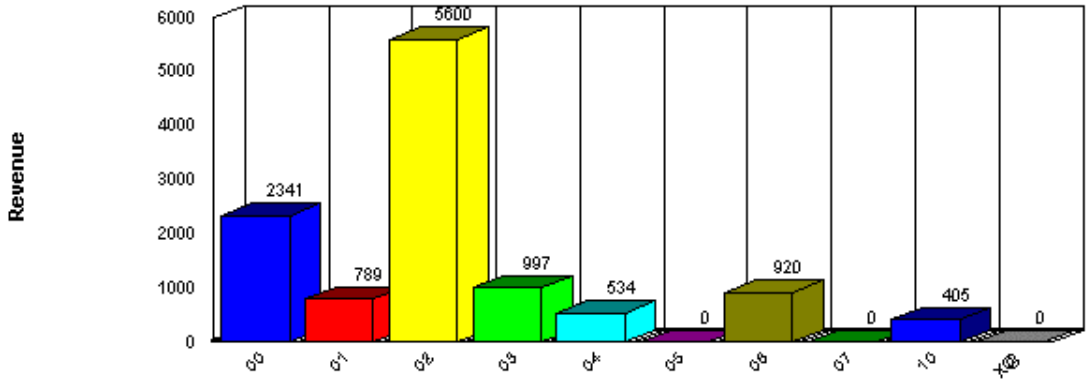
Revenue Forecast by Source of Business

Room Charge & Room Nights by Month

Report Date & Time:
Fri, 9/17/99 10:05AM

Last Modified:
9/17/99 10:03AM

Forecast Date Range: 3/3/98 - 3/10/98



Room Chg / Room Nts	1998/03 (Mar)	Source of Bus. Totals
Chamber of Commerce	$ 920 13	$ 920 13
Default Source of Bus.	$ 2,341 47	$ 2,341 47
Internet	$ 405 5	$ 405 5
Maintenance	$ 0 5	$ 0 5
Newspaper Ad	$ 997 11	$ 997 11
Owner	$ 0 9	$ 0 9
Returning Group	$ 5,600 117	$ 5,600 117
Returning Guest	$ 789 19	$ 789 19

Sample Report - Source of Business Forecast

	ROOMS SOLD				REVENUE		
	DAY	MONTH	YEAR	LAST YR	DAY	MONTH	YEAR
Default Source of Bus.	0	43	43	0	0.00	3914.00	3914.00
Occupancy %	0.0	6.5	0.9	0.0			
Returning Guest	0	36	56	14	0.00	4150.00	5511.00
Occupancy %	0.0	5.5	1.2	0.3			
Returning Group	0	108	328	0	0.00	9200.00	26920.00
Occupancy %	0.0	90.0	39.6	0.0			
Newspaper Ad	0	14	26	3	0.00	1735.00	2972.50
Occupancy %	0.0	2.4	0.6	0.1			
Word of Mouth	0	11	76	2	0.00	1606.00	7346.00
Occupancy %	0.0	1.9	1.9	0.0			
Walk-In	0	11	23	0	0.00	1302.50	2549.50
Occupancy %	0.0	9.2	2.8	0.0			
Chamber of Commerce	0	17	24	1	0.00	1850.00	2517.00
Occupancy %	0.0	2.6	0.5	0.0			
Owner	1	12	27	0	0.00	0.00	0.00
Occupancy %	1.7	2.1	0.7	0.0			
Internet	0	5	5	0	0.00	505.00	505.00
Occupancy %	0.0	0.8	0.1	0.0			
Maintenance	0	0	0	0	0.00	0.00	0.00
Occupancy %	0.0	0.0	0.0	0.0			
Totals	1	257	608	20	0.00	24262.50	52235.00
Occupancy %	0.5	13.7	4.7	0.2			

The Source of Business Projection report also displays the following columns (not shown above because of space limitations):
Revenue for Last Year

1. ADR for the Day
2. ADR for the Month
3. ADR for the Year
4. ADR for Last Year

SAMPLE STATISTICAL REPORTS

Statistical total reports contain daily, month-to-date, and year-to-date revenue in addition to occupancy and A.D.R totals. Totals are provided by statistical code as seen in the following "374" - "Rev. by Market Code - Totals" report:

Hotel Control System — Sun, Mar 1, 1998 — Period (9803)
Report: 464-374 — REVENUE BY MARKET SEGMENT — Page 1

For: Sat, Feb 28, 1998

Market Segment	ROOM REVENUE Today	ROOM REVENUE Month To Date	ROOM REVENUE Year To Date	OCCUPIED ROOMS Today	OCCUPIED ROOMS Month to Date	OCCUPIED ROOMS Year to Date	AVERAGE DAILY RATES Today	AVERAGE DAILY RATES Month to Date	AVERAGE DAILY RATES Year to Date
01 Transient - F.I.T.	1652.00	6938.50	8465.00	14	59	72	118.00	117.60	117.57
02 Transient - Discounted	70.00	140.00	920.00	1	2	8	70.00	70.00	115.00
04 Group - Government	0.00	0.00	1920.00	0	0	24	0.00	0.00	80.00
06 Assoc. - Group	432.00	14912.00	19832.00	4	180	240	108.00	82.84	82.63
TOTALS	2154.00	21990.50	31137.00	19	241	344	113.37	91.25	90.51

Statistical detail reports list every reservation comprising the total dollar figure in each statistical category. For example, the “375” - “Rev. by Market Code - Detail” report displays each reservation along with its market code and corresponding revenue:

```
Hotel Control System                                                                    14:51:02  Sun, Mar  1, 1998 (9803)
Report: 470-375                  Revenue by Market Segment - Detail                                  Resort: 19    Page  1
```

Market Segment	Date	Res#	TY	Unit Number	Rate Plan	SOB	ST	Occ	Occupancy Reason	Room Charge	Total Charge	Average Daily Rate
01 F.I.T. Transient	02/28/98	289	P5	105	3AAA	04	NE	1	Occupied (Sharewith)	99.00	105.93	99.00
01 F.I.T. Transient	02/28/98	304	P5	105	SHAR	04	NE	0	Sharewith-Res 289	0.00	0.00	0.00
01 F.I.T. Transient	02/28/98	286	P5	107	RACK	03	NY	1	Occupied	105.00	112.35	105.00
01 F.I.T. Transient	02/28/98	294	P5	109	RACK	03	CA	1	Occupied	105.00	112.35	105.00
01 F.I.T. Transient	02/28/98	293	P5	112	RACK	04	FL	1	Occupied	105.00	112.35	105.00
01 F.I.T. Transient	02/28/98	282	P5	119	3AAA	01	NC	1	Occupied	112.50	240.38	112.50
01 F.I.T. Transient	02/28/98	288	P5	123	RACK	03	GA	1	Occupied	135.00	144.45	135.00
01 F.I.T. Transient	02/28/98	273	P5	221	3AAA	03	TX	1	Occupied	117.00	275.19	117.00
01 F.I.T. Transient	02/28/98	285	P5	222	RACK	04	CA	1	Occupied	130.00	139.10	130.00
01 F.I.T. Transient	02/28/98	291	P5	223	B260	04	IL	1	Occupied	121.50	349.85	121.50
01 F.I.T. Transient	02/28/98	292	P5	225	B260	04	AZ	1	Occupied	121.50	349.85	121.50
01 F.I.T. Transient	02/28/98	299	P5	303	RACK	05	NC	1	Occupied	115.00	123.05	115.00
01 F.I.T. Transient	02/28/98	290	P5	320	RACK	06	WA	1	Occupied	125.00	133.75	125.00
01 F.I.T. Transient	02/28/98	298	P5	321	RACK	05	OH	1	Occupied	130.00	139.10	130.00
01 F.I.T. Transient	02/28/98	300	P5	804	B260	05	FL	1	Occupied	130.50	259.48	130.50
								14		1652.00	2597.18	118.00
Sub-Totals for Market Segment 01 , Stat records: 15												
02 Corp. Transient	02/28/98	287	P5	224	FLYR	06	KS	1	Occupied	70.00	74.90	70.00
Sub-Totals for Market Segment 02 , Stat records: 1								1		70.00	74.90	70.00
06 Assoc. - Group	02/28/98	82	P6	101	GRP1	04		1	Occupied	108.00	235.56	108.00
06 Assoc. - Group	02/28/98	79	P6	102	GRP1	04		1	Occupied	108.00	235.56	108.00
06 Assoc. - Group	02/28/98	80	P6	103	GRP1	04		1	Occupied	108.00	235.56	108.00
06 Assoc. - Group	02/28/98	81	P6	104	GRP1	04		1	Occupied	108.00	235.56	108.00
								4		432.00	942.24	108.00
Sub-Totals for Market Segment 06 , Stat records: 4												
MN Multiple folio	02/28/98	78	M6	LEADER	N/R	04		0	Multiple	0.00	0.00	0.00
Sub-Totals for Market Segment MN , Stat records: 1								0		0.00	0.00	0.00
XN Maint. Nights	02/28/98	284	X6	725	MANT	X@		0	Maintenance	0.00	0.00	0.00
XN Maint. Nights	02/28/98	283	X6	825	MANT	X@		0	Maintenance	0.00	0.00	0.00
Sub-Totals for Market Segment XN , Stat records: 2								0		0.00	0.00	0.00
GRAND TOTALS Total stat records for this report 23								19		2154.00	3614.32	113.37

Detail reports include a “1” or a “0” in the “Occupancy” column and a reason for counting the reservation in the “Occupancy Reason” column. The statistical module does not count sharewiths, multiples, or maintenance reservations as occupied rooms. The totals on the detail report always match the totals on the recap report. (i.e. - The total for the market segment “Assoc. - Group” ($432.00) on the 375 matches the total for “Assoc. - Group” on the 374.)

Maintenance Reports (391 & 392)

In addition to revenue reports, the number of maintenance nights can also be obtained from the Statistical Menu, using reports “391” and “392”, “Maintenance History - Detail” and “Totals”, respectively. Many properties use this information for detecting maintenance trends and problem units. The 391 and 392 reports can be extremely useful for condominium and timeshare properties, where owners need to know the number of nights their unit was unavailable for rent due to maintenance problems. A sample 391 - Maintenance History - Detail report follows:

```
Condominium Control System                    12:32:02  Tue, Mar  3, 1998 (9803)
Report: 470-391  Maintenance History - Detail            Resort: 19    Page  1

          Stat      Room                                                 Res
          Date      Number    Maintenance Reason          Res#           Ty
          --------  --------  ------------------------ ------           --
          02/24/98  825       Remodeling/                 283           X5
          02/25/98  825       Remodeling/                 283           X5
          02/26/98  825       Remodeling/                 283           X5
          02/27/98  725       Leaky Ceiling               284           X5
          02/27/98  825       Remodeling/                 283           X5
          02/28/98  725       Leaky Ceiling               284           X6
          02/28/98  825       Remodeling/                 283           X6
          03/01/98  725       Leaky Ceiling               284           X6
          03/01/98  825       Remodeling/                 283           X6
          03/02/98  725       Leaky Ceiling               284           X6
          03/02/98  825       Remodeling/                 283           X6

          Total maintenance room nights =     11
```

Occupancy Statistics (373)

Report “373” - “Occupancy Statistics” provides a quick look at the total number of rooms rented last night in addition to month-to-date and year-to-date figures. A sample Occupancy Statistics report follows:

Report 373 includes the occupancy percentage for last night compared to month-to-date and year-to-date totals.

```
Condominium Control System                                          803)
Report: 464-373          HISTORICAL OCCUPA          STICS          Page   1

For: Sun, Feb 15, 1998

                                                    Month     Year
                                                      to        to
Description                                 Today    Date      Date
----------------------------------------   ------   ------   ------
Totals                                         20      105      215
Total Rooms at this Property                  200     2200     7600
 Occupancy percentage                       10.00     4.77     2.83
```

Revenue by Travel Agent - Quarterly (393)

Report “393” - “Revenue by Travel Agent - Quarterly” provides room count and revenue totals by travel agent per quarter. A sample 393 follows:

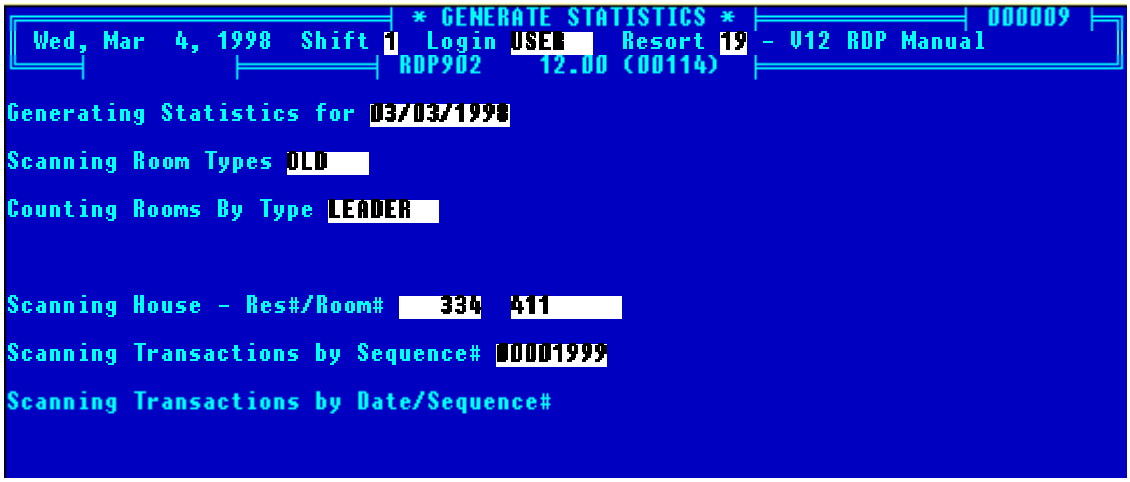
Report: 450-393 QUARTERLY TOTALS FOR TRAVEL AGENTS Resort: 19 Page 1

Travel Agent Name	1st Quarter Days	1st Quarter Room Revenue	2nd Quarter Days	2nd Quarter Room Revenue	3rd Quarter Days	3rd Quarter Room Revenue	4th Quarter Days	4th Quarter Room Revenue	Yearly Totals Days	Yearly Totals Room Revenue
Big Apple Travel	7	828.00	0	0.00	0	0.00	0	0.00	7	828.00
Get U There	29	3219.00	0	0.00	0	0.00	0	0.00	29	3219.00
Where U B	3	292.50	0	0.00	0	0.00	0	0.00	3	292.50
Tina's Travels	2	140.00	0	0.00	0	0.00	0	0.00	2	140.00
Aladdin Travel	6	720.00	0	0.00	0	0.00	0	0.00	6	720.00
Y U Go Travel	6	780.00	0	0.00	0	0.00	0	0.00	6	780.00
Grand Totals-Agents	53	5979.50	0	0.00	0	0.00	0	0.00	53	5979.50

*See the **Owner Accounting** chapter in the **Optional Modules** section for information on statistical report 558 - Owner MTD - YTD Recap.*

GENERATING STATISTICS

Statistics are generated during the close of day process. After choosing option 900 and closing the day, RDP generates statistics and returns the user to the Resorts screen.

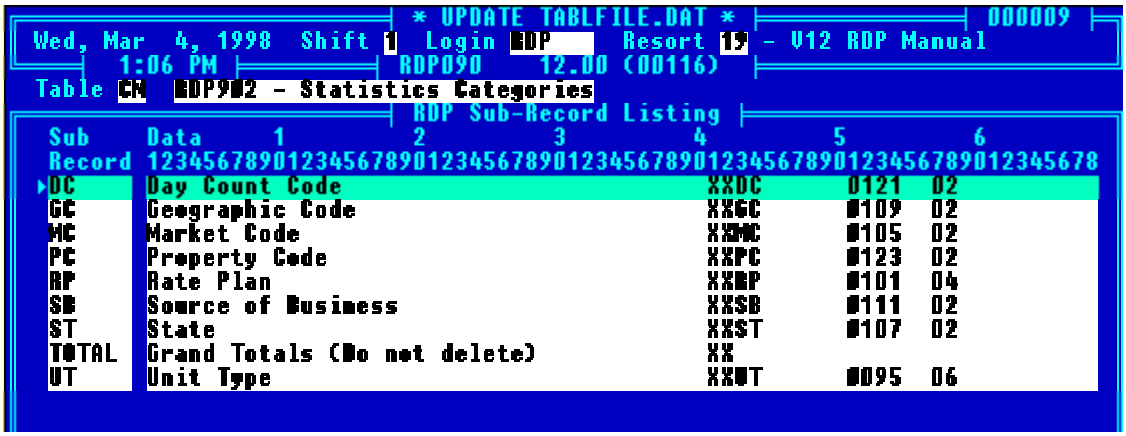

* GENERATE STATISTICS *
000009
Wed, Mar 4, 1998 Shift 1 Login USER Resort 19 - V12 RDP Manual
RDP902 12.00 (00114)
Generating Statistics for 03/03/1998
Scanning Room Types OLD
Counting Rooms By Type LEADER
Scanning House - Res#/Room# 334 411
Scanning Transactions by Sequence# 00001999
Scanning Transactions by Date/Sequence#

Print all statistical reports after closing the day or totals will be zero.

INQUIRING ON STATISTICS

Use option “184” - “Inquire on Statistics” from the Statistical Reports Menu for viewing statistical information in each statistical category. At times, discrepancies may exist between property and system counts. In order to resolve such discrepancies, use option 184 to verify reservations counted as occupied and their corresponding revenue totals.

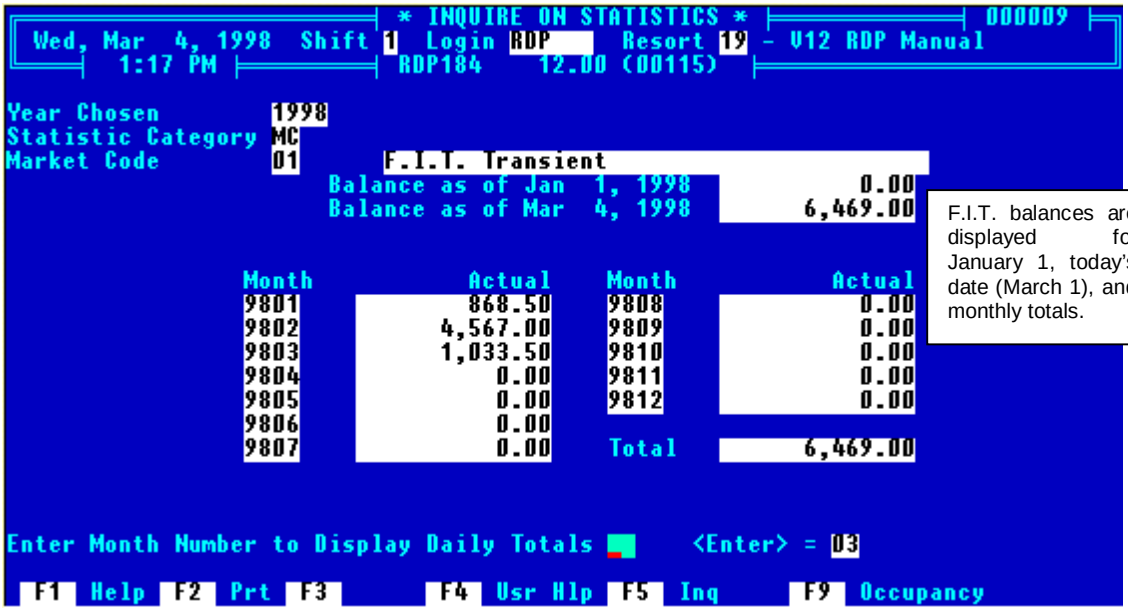
Choosing option 184 prompts for a calendar year. Historical statistical information can be viewed for any past year and month. To inquire on the current year, accept the default by pressing <ENTER>. Next, the system prompts for a *statistical category*. Statistical categories include:


* UPDATE TABLFILE.DAT *
000009
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:06 PM RDP090 12.00 (00116)
Table CM RDP902 - Statistics Categories
RDP Sub-Record Listing
Sub Record
Data 1 2 3 4 5 6
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678
DC Day Count Code XXDC 0121 02
GC Geographic Code XXGC 0109 02
MC Market Code XXMC 0105 02
PC Property Code XXPC 0123 02
RP Rate Plan XXRP 0101 04
SB Source of Business XXSB 0111 02
ST State XXST 0107 02
TOTAL Grand Totals (Do not delete) XX
UT Unit Type XXUT 0095 06

A definition of each statistical category follows:

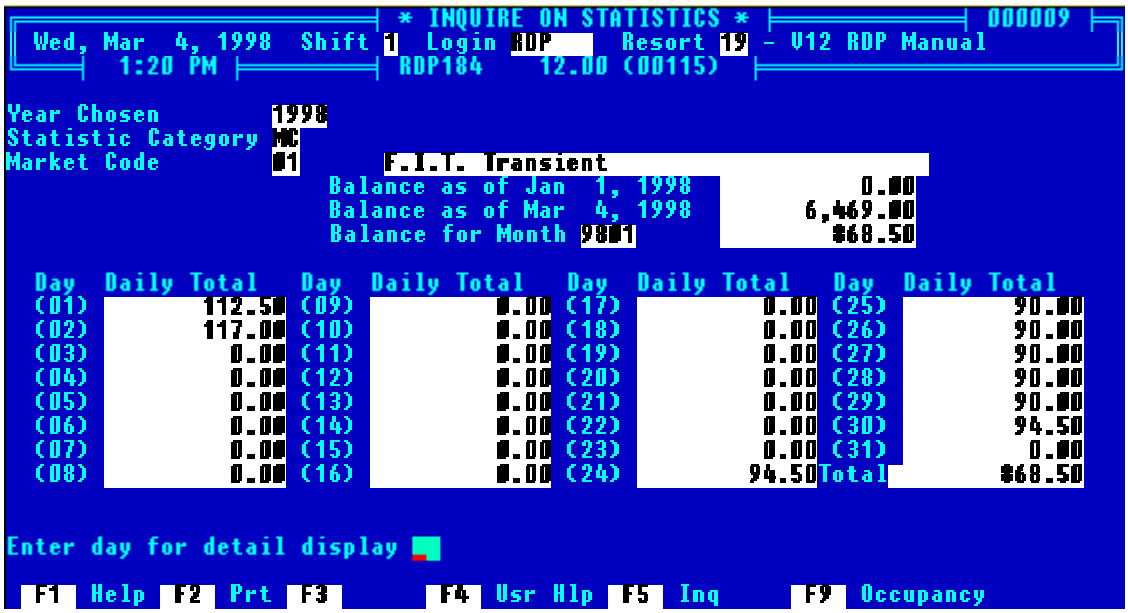
Code	Definition
DC	Day Count. Used for properties with owners of individual units (timeshare and condominiums). The day count code determines how the reservation is counted on the owner MTD/YTD reports. See the ***Owner Accounting*** chapter for more information on day count codes.
GC	Geographic codes are defined in table CC and represent an area of the country. For example, the property could define NM, AZ, NV, and OK as the southwest region. Everytime a guest from one of these states stays at the property, the southwest geographic code is automatically assigned and statistical records generated. See the ***Guest History*** chapter for more information on Geographic codes.
MC	Market Code. The market code describes the type of guest staying at the property, for example - Business Traveler or Leisure/Vacation.
RP	Rate Plan. The rate plan assigned to the reservation, i.e. - Rack Rates or 5-Day Ski Package. This information is useful for tracking promotions and discounts.
SB	Source of Business. The source of business code tracks how the guest discovered the property, i.e. - Brochure, Mailing, or Word-of-Mouth.
ST	State. The state code on the reservation.
UT	Unit Type. What kind of room did the guest stay in, i.e. - Double Double, King, One Bedroom.

After choosing a statistical category, RDP prompts for a code within the category. For example, the F.I.T (Free In Transit) market code. Next, the system displays the total balance for the market code on the first of the year, the market code balance as of the current date, and monthly totals for January through December.

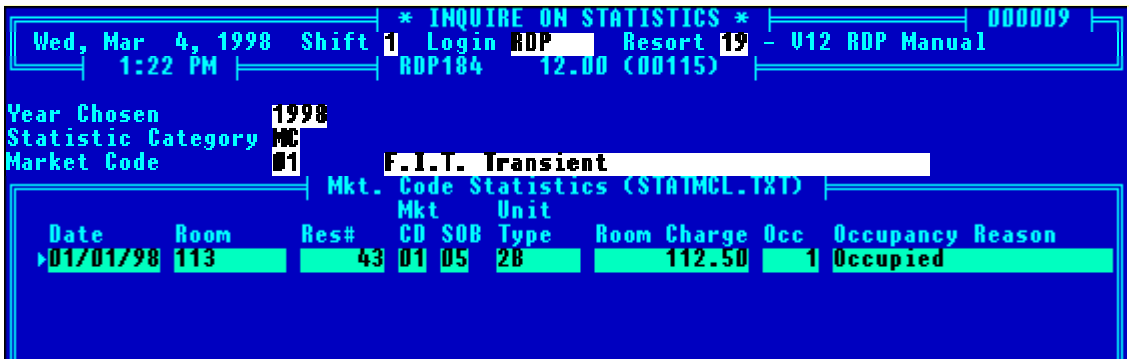

* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:17 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category MC
Market Code 01 F.I.T. Transient
Balance as of Jan 1, 1998 0.00
Balance as of Mar 4, 1998 6,469.00
Month Actual Month Actual
9801 868.50 9808 0.00
9802 4,567.00 9809 0.00
9803 1,033.50 9810 0.00
9804 0.00 9811 0.00
9805 0.00 9812 0.00
9806 0.00
9807 0.00 Total 6,469.00
Enter Month Number to Display Daily Totals <Enter> = 03
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Occupancy

F.I.T. balances are displayed for January 1, today's date (March 1), and monthly totals.

Enter a month (01 = January) in order to view daily totals. The default is the current month, 03 - March in this example.

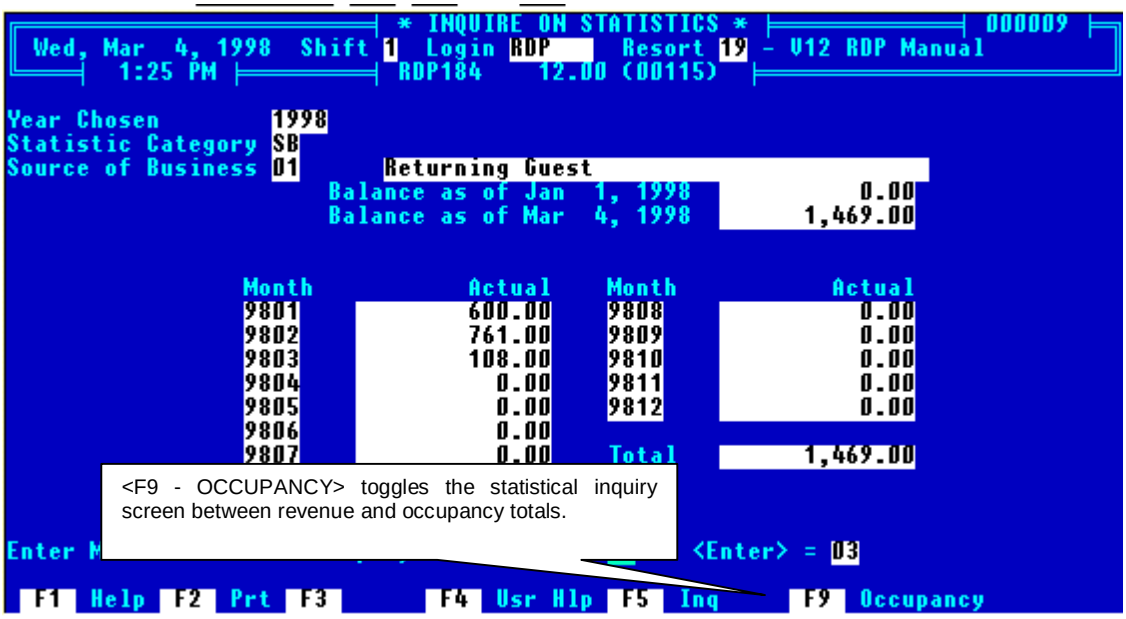

* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:20 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category MC
Market Code 01 F.I.T. Transient
Balance as of Jan 1, 1998 0.00
Balance as of Mar 4, 1998 6,469.00
Balance for Month 9801 868.50
Day Daily Total Day Daily Total Day Daily Total Day Daily Total
(01) 112.50 (09) 0.00 (17) 0.00 (25) 90.00
(02) 117.00 (10) 0.00 (18) 0.00 (26) 90.00
(03) 0.00 (11) 0.00 (19) 0.00 (27) 90.00
(04) 0.00 (12) 0.00 (20) 0.00 (28) 90.00
(05) 0.00 (13) 0.00 (21) 0.00 (29) 90.00
(06) 0.00 (14) 0.00 (22) 0.00 (30) 94.50
(07) 0.00 (15) 0.00 (23) 0.00 (31) 0.00
(08) 0.00 (16) 0.00 (24) 94.50 Total 868.50
Enter day for detail display
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Occupancy

The dollar total for each day is displayed. In order to view the detail comprising these totals, enter a specific day. After entering the day, the system displays the reservation number, room number, statistical categories, dollar amount, *occupancy value*, and *occupancy reason*. Inquiring on the 23rd of January displays one reservation:

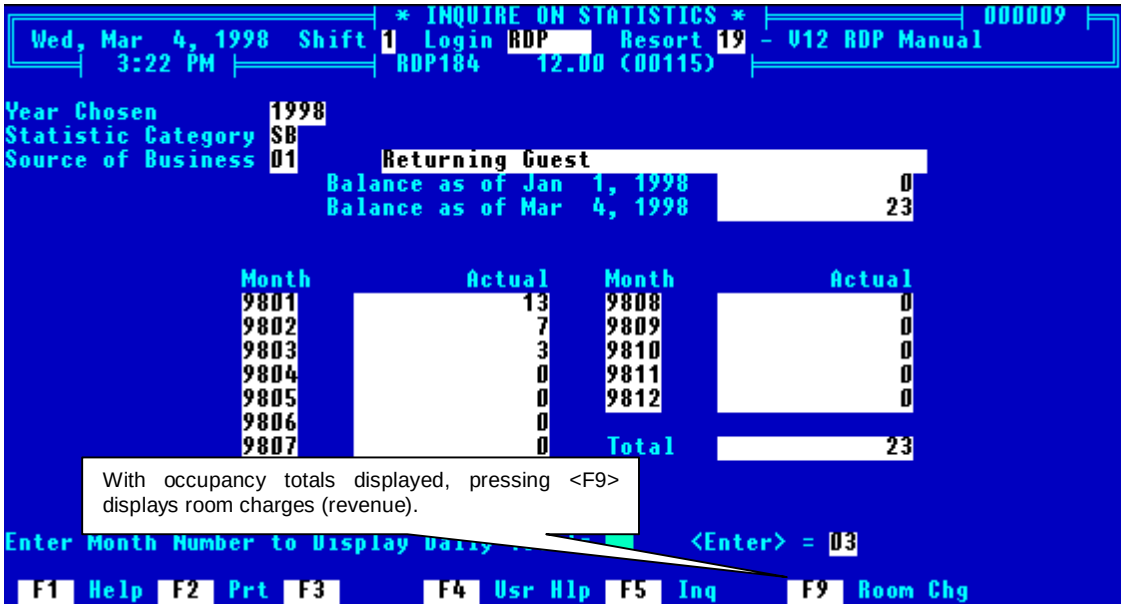

* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:22 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category MC
Market Code 01 F.I.T. Transient
Mkt. Code Statistics (STATMCL.TXT)
Date Room Res# Mkt CD SOB Unit Type Room Charge Occ Occupancy Reason
01/01/98 113 43 01 05 2B 112.50 1 Occupied

Reservation number 33 in room number 119 was the only guest in-house with a F.I.T. - Transient market code on January 23, 1998.

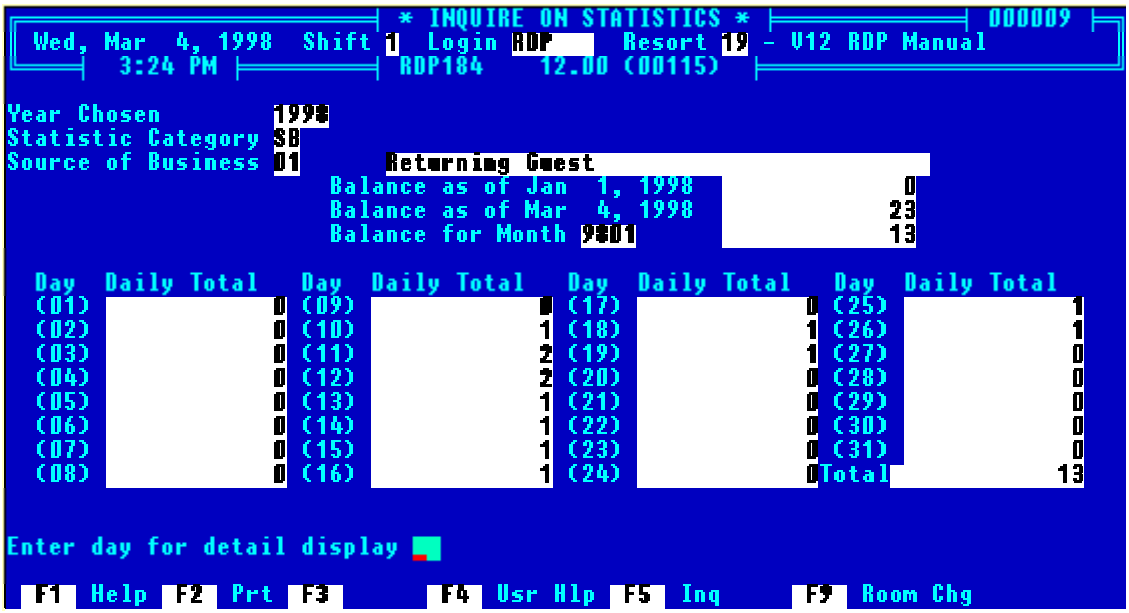
In addition to inquiring on revenue totals, it is also possible to look at occupancy totals for an entire month or for a specific day. After choosing a year, statistical category, and statistical code, the system displays revenue totals for each month:


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:25 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category SB
Source of Business 01 Returning Guest
Balance as of Jan 1, 1998 0.00
Balance as of Mar 4, 1998 1,469.00
Month Actual Month Actual
9801 600.00 9808 0.00
9802 761.00 9809 0.00
9803 108.00 9810 0.00
9804 0.00 9811 0.00
9805 0.00 9812 0.00
9806 0.00
9807 0.00 Total 1,469.00
<F9 - OCCUPANCY> toggles the statistical inquiry screen between revenue and occupancy totals.
Enter M
<Enter> = 03
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Occupancy

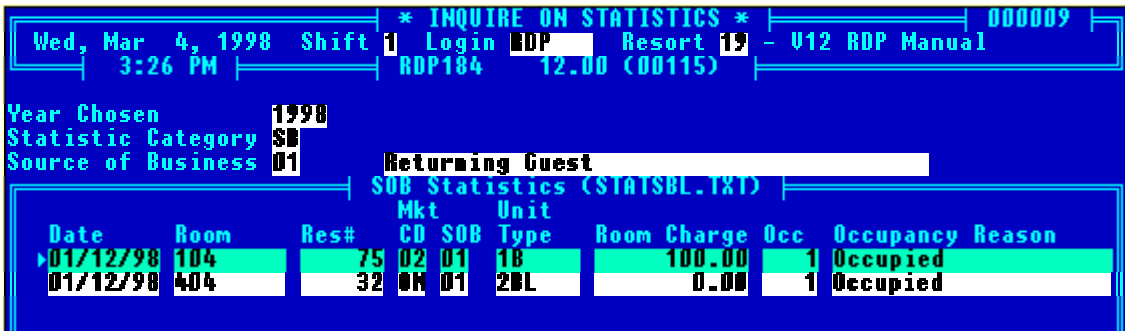
Above, revenue totals are displayed for the “Returning Guest” source of business code. The <F9 -OCCUPANCY> key toggles the screen to the number of reservations comprising revenue totals, seen below.


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:22 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category SB
Source of Business 01
Returning Guest
Balance as of Jan 1, 1998 0
Balance as of Mar 4, 1998 23
Month Actual Month Actual
9801 13 9808 0
9802 7 9809 0
9803 3 9810 0
9804 0 9811 0
9805 0 9812 0
9806 0
9807 0 Total 23
With occupancy totals displayed, pressing <F9> displays room charges (revenue).
Enter Month Number to Display Daily
<Enter> = 03
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Room Chg

<F9 - OCCUPANCY> also works when inquiring on specific days, seen below for the daily “Return Guest” occupancy totals in the month of January.


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:24 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category SB
Source of Business 01
Returning Guest
Balance as of Jan 1, 1998 0
Balance as of Mar 4, 1998 23
Balance for Month 9801 13
Day Daily Total Day Daily Total Day Daily Total Day Daily Total
(01) 0 (09) 0 (17) 0 (25) 1
(02) 0 (10) 1 (18) 1 (26) 1
(03) 0 (11) 2 (19) 1 (27) 0
(04) 0 (12) 2 (20) 0 (28) 0
(05) 0 (13) 1 (21) 0 (29) 0
(06) 0 (14) 1 (22) 0 (30) 0
(07) 0 (15) 1 (23) 0 (31) 0
(08) 0 (16) 1 (24) 0 Total 13
Enter day for detail display
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Room Chg

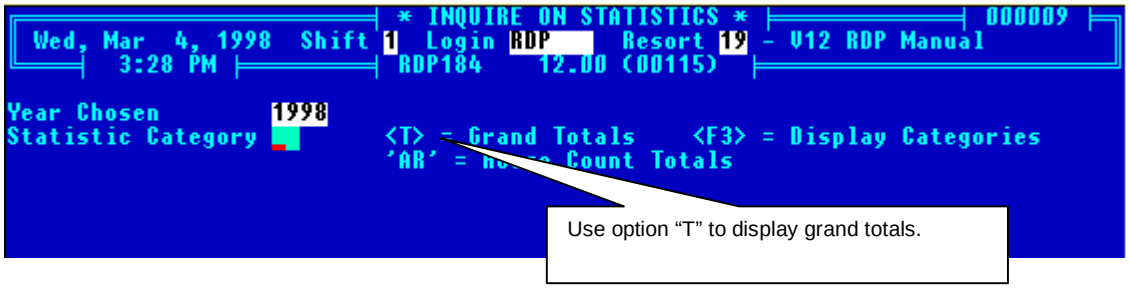
Entering a specific day displays the reservations comprising these totals. For example, entering the 12th of January lists two reservations.


* INQUIRE ON STATISTICS *
000009
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:26 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category SB
Source of Business 01 Returning Guest
SOB Statistics (STATSBL.TXT)
Date Room Res# Mkt CD SOB Unit Type Room Charge Occ Occupancy Reason
01/12/98 104 75 02 01 1B 100.00 1 Occupied
01/12/98 404 32 0M 01 2BL 0.00 1 Occupied

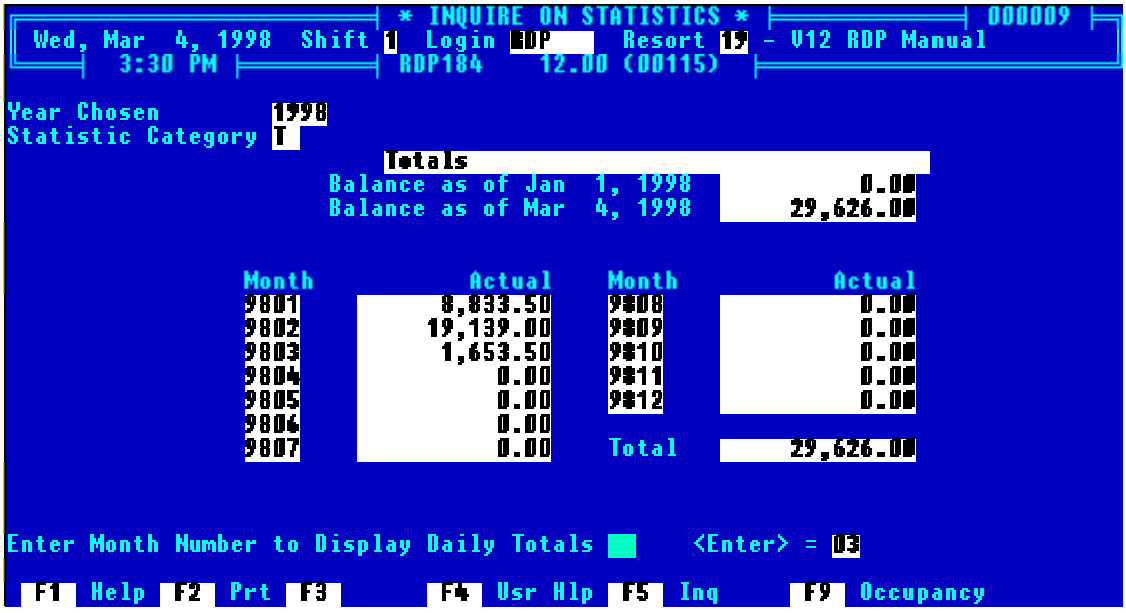
Use <F5 - INQUIRE> for displaying reservation details, such as the reason reservation #32 has $0.00 revenue (A comp room in this example).

Displaying Grand Totals

It is also possible to display daily or monthly revenue and occupancy totals with option 184. To display totals, choose option "T" - "Grand Totals".


* INQUIRE ON STATISTICS *
000009
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:28 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category
<T> = Grand Totals
<F3> = Display Categories
'AR' = House Count Totals
Use option "T" to display grand totals.

Option T displays daily and monthly revenue and occupancy totals, incorporating all statistical categories. <F9> is active for toggling between totals.

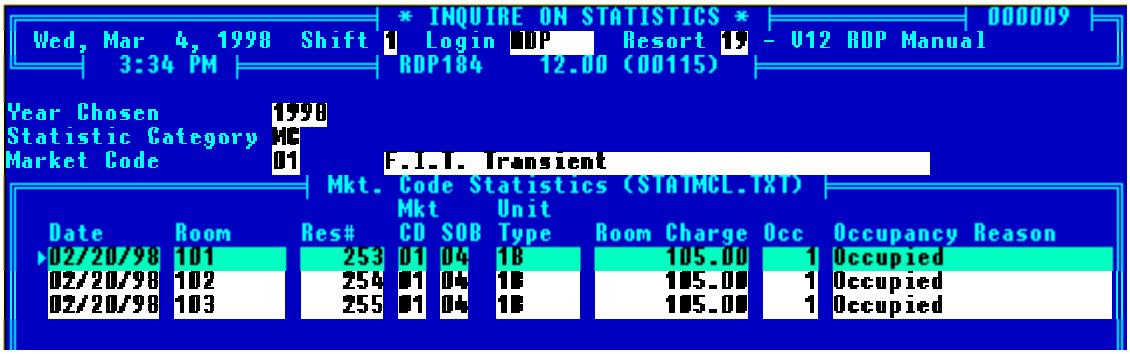

* INQUIRE ON STATISTICS *
000009
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:30 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category T
Totals
Balance as of Jan 1, 1998 0.00
Balance as of Mar 4, 1998 29,626.00
Month Actual Month Actual
9801 8,833.50 9808 0.00
9802 19,139.00 9809 0.00
9803 1,653.50 9810 0.00
9804 0.00 9811 0.00
9805 0.00 9812 0.00
9806 0.00
9807 0.00 Total 29,626.00
Enter Month Number to Display Daily Totals <Enter> = 03
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F9 Occupancy

Option "AR" - "House Count Totals" displays the physical number of rooms at the property.

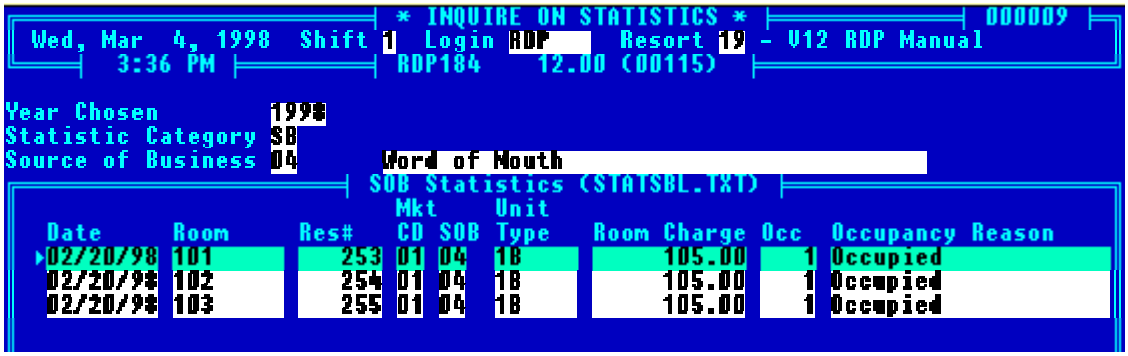
ADJUSTING ENTRIES TO STATISTICS

Use option “186” - “Inquire on Totals File” from the System Manager Menu to make statistical revenue and/or occupancy adjustments. Make adjustments carefully and completely. For example, if the “F.I.T.” market code is overstated $105.00 from reservation 253, note that the $105.00 in the “F.I.T.” market code also affects other statistical categories. Since every reservation has a market code, source of business code, rate plan, unit type, and possibly a state, the $105.00 effects each statistical category, not solely market code. To illustrate this point, observe the effect reservation 253 has on the following statistical categories:

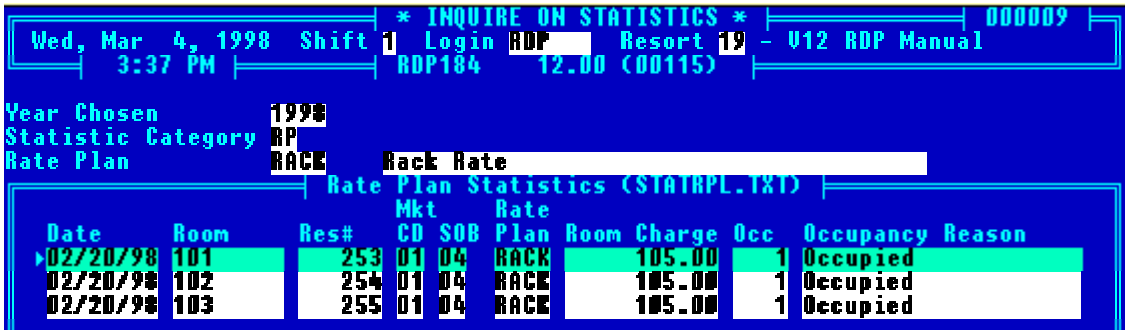
Market Code


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:34 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category MC
Market Code 01 F.I.T. Transient
Mkt. Code Statistics (STATMCL.TXT)
Date Room Res# Mkt CD SOB Unit Type Room Charge Occ Occupancy Reason
02/20/98 101 253 01 04 1B 105.00 1 Occupied
02/20/98 102 254 01 04 1B 105.00 1 Occupied
02/20/98 103 255 01 04 1B 105.00 1 Occupied

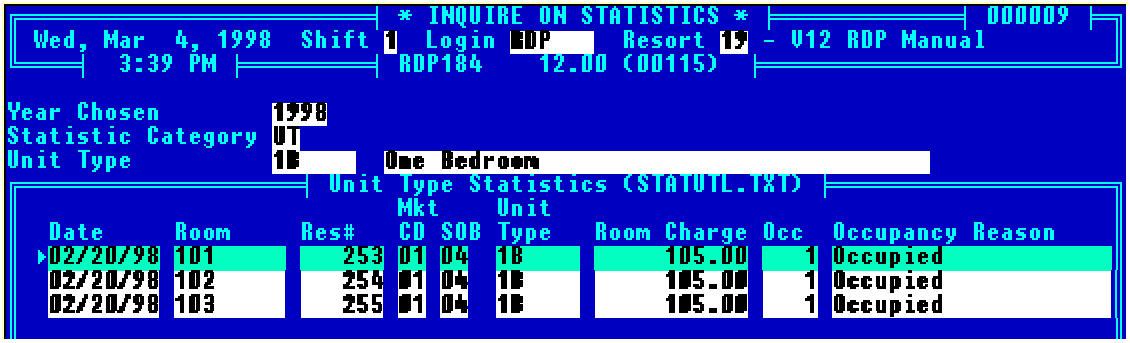
Source of Business


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:36 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category SB
Source of Business 04 Word of Mouth
SOB Statistics (STATSBL.TXT)
Date Room Res# Mkt CD SOB Unit Type Room Charge Occ Occupancy Reason
02/20/98 101 253 01 04 1B 105.00 1 Occupied
02/20/98 102 254 01 04 1B 105.00 1 Occupied
02/20/98 103 255 01 04 1B 105.00 1 Occupied

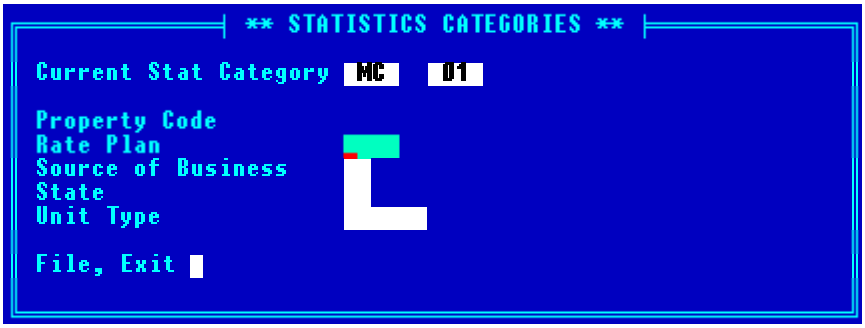
Rate Plan


* INQUIRE ON STATISTICS *
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:37 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category RP
Rate Plan RACK Rack Rate
Rate Plan Statistics (STATRPL.TXT)
Date Room Res# Mkt CD SOB Rate Plan Room Charge Occ Occupancy Reason
02/20/98 101 253 01 04 RACK 105.00 1 Occupied
02/20/98 102 254 01 04 RACK 105.00 1 Occupied
02/20/98 103 255 01 04 RACK 105.00 1 Occupied

Unit Type


* INQUIRE ON STATISTICS *
000009
Wed, Mar 4, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:39 PM RDP184 12.00 (00115)
Year Chosen 1998
Statistic Category UT
Unit Type 1B One Bedroom
Unit Type Statistics (STATUTL.TXT)
Date Room Res# Mkt CD SOB Unit Type Room Charge Occ Occupancy Reason
02/20/98 101 253 01 04 1B 105.00 1 Occupied
02/20/98 102 254 01 04 1B 105.00 1 Occupied
02/20/98 103 255 01 04 1B 105.00 1 Occupied

Reservation 253 effected four statistical categories, each for $105.00 in revenue. Because of this fact, RDP prompts for each statistical category whenever an adjustment is made. For example, assume the market code on reservation number 253 should have been “Corporate” as opposed to “F.I.T.”. Make this adjustment in option “184-8” - “Adjusting Entry to Statistics”. After entering the calendar year, statistical category (MC for Market Code), and code (01 - F.I.T.), the system prompts for a month number (02 for February in this example). The system displays each day in February and prompts for a day to adjust. Enter the appropriate day and the amount of the adjustment (-$105.00) along with a description, i.e. - Data Entry Error. The system then displays the “Statistics Categories” box, where adjustments to all other statistical categories must be entered.



In the above example, the “Undefined” market code is adjusted since all other statistical categories were correct on reservation 253. The “Undefined” market code will have two entries from this adjustment. One for a -$105.00 to take the revenue out of market code “F.I.T.” and a +$105.00 for adding revenue to market code “Corporate”, for a net effect of $0.00.

The only circumstance where the offset statistical categories are codes other than “Undefined” is when a reservation’s revenue is being completely deleted. In these rare circumstances the adjustment can be made in one statistical category.

☒ ***Adjustments to occupancy totals must also be made in option 184-8, using <F9> to toggle from occupancy revenue to occupancy totals.***

THE ENHANCED DAILY MANAGER’S REPORT

The “Enhanced Daily Manager’s Report”, option “372” on the Statistical Reports Menu (4) is a comprehensive summary of revenue and occupancy for the day. The Enhanced Daily Manager’s Report includes occupancy totals plus breakdowns of revenue into the following categories: Transaction Code, Market Code, Unit Type, Rate Plan, Source of Business, and State. The Enhanced Daily Manager’s Report is usually run weekly or monthly for senior management. A sample 372 follows.

Condominium Control System — Sun, Mar 1, 1998 — Period (9803)
Report: 464-372 — ENHANCED DAILY MANAGER'S REPORT — Page 1

For: Sat, Feb 28, 1998

***** OCCUPANCY TOTALS *****

Description	ROOM REVENUE Today	ROOM REVENUE Month To Date	ROOM REVENUE Year To Date	OCCUPIED ROOMS Today	OCCUPIED ROOMS Month to Date	OCCUPIED ROOMS Year to Date	AVERAGE DAILY RATES Today	AVERAGE DAILY RATES Month to Date	AVERAGE DAILY RATES Year to Date
Totals				19	241	351			
Total Rooms at this Property				200	4800	10200			
Occupancy percentage				9.50	5.02	3.44			

Condominium Control System — Sun, Mar 1, 1998 — Period (9803)
Report: 464-372 — ENHANCED DAILY MANAGER'S REPORT — Page 2

For: Sat, Feb 28, 1998

***** REVENUE BY TRANSACTION CODE *****

Description	Today	Month To Date	Year To Date
*** ADVANCED DEPOSIT LEDGER ***			
B1D0 Adv. Dep. Rcv. CASH	0.00	-65.00	-65.00
B1D1 Adv. Dep. Rcv. CHECK %%7	0.00	-3421.40	-3421.40
B1D2 Adv. Dep. Rcv. %%8	0.00	-324.90	-324.90
B1D7 Adv. Dep. Ref. VOUCH %%6	95.00	95.00	95.00
B1DC Forfeited Deposit	10.00	10.00	10.00
B1DD Transfer to Guest Ledger	0.00	1659.90	1659.90
Advance Deposit Ledger Totals	105.00	-2046.40	-2046.40
** IN-HOUSE LEDGER - REVENUE **			
B200 Nightly Chg. - Room %%2	1232.50	18477.50	26556.50
B208 Security Deposit	0.00	850.00	850.00
B212 Movie Charge	0.00	0.00	17.90
B213 Bar Service	0.00	0.00	79.25
B214 Sleigh Ride	600.00	600.00	600.00
B216 Dinner Charge - Tkt#*	0.00	0.00	32.49
B217 Lift tickets	350.00	700.00	700.00
B220 Room Charge Adjustment	0.00	0.00	525.00
B260 Winter Package	628.50	1445.50	2007.00
B282 Long Distance *	0.00	0.00	0.96
B2AR Billed To Grp Mstr #*	0.00	-13696.00	-21115.96
B2D0 Guest Payment CASH	-530.10	-2557.94	-4268.76
B2D1 Guest Payment CHECK %%7	-347.70	-1759.38	-1785.62
B2D2 Guest Payment %%8	-948.50	-948.50	-2154.38
B2DD Transfer From Adv. Dep. Led.	0.00	-1659.90	-1659.90
B2DL Billed to Grp Mst # %%4	0.00	0.00	-642.00
B2DP Billed to Grp Ldr Res#%%9	0.00	-14305.90	-21725.86
B2DQ From %%A Res#%%5	0.00	14305.90	21725.86
B2ST Dinner Charge - Tkt#*	130.29	1394.65	2037.71
In-House Guest Ledger Totals	1114.99	2845.93	1780.19

***** REVENUE BY MARKET CODE *****

	Today	Month To Date	Year To Date	Today	Month to Date	Year to Date	Today	Month to Date	Year to Date
Undefined Market Code	0.00	0.00	525.00	0	0	4	0.00	0.00	131.25
01 F.I.T. Transient	1119.00	4462.00	5330.50	10	44	53	111.90	101.41	100.58
02 Corporate Transient	70.00	140.00	740.00	1	2	8	70.00	70.00	92.50
04 Corporate - Group	0.00	105.00	2425.00	0	0	24	0.00	0.00	101.04
06 Association - Group	336.00	14432.00	19352.00	4	180	240	84.00	80.18	80.63
Total By Market Code	1525.00	19139.00	28372.50	19	241	351	80.26	79.41	80.83

***** REVENUE BY UNIT TYPE *****

	Today	Month To Date	Year To Date	Today	Month to Date	Year to Date	Today	Month to Date	Year to Date
Unit Type -	0.00	0.00	400.00	0	0	0	0.00	0.00	0.00
1B One Bedroom	909.00	18069.50	26148.50	11	222	319	82.64	81.39	81.97
1BL One Bedroom Loft	223.50	223.50	223.50	2	2	2	111.75	111.75	111.75
2B Two Bedroom Condo	237.50	691.00	1445.50	4	13	19	59.38	53.15	76.08
3B Three Bedroom Condo	155.00	155.00	155.00	2	4	4	77.50	38.75	38.75
Total By Unit Type	1525.00	19139.00	28372.50	19	241	351	80.26	79.41	80.83

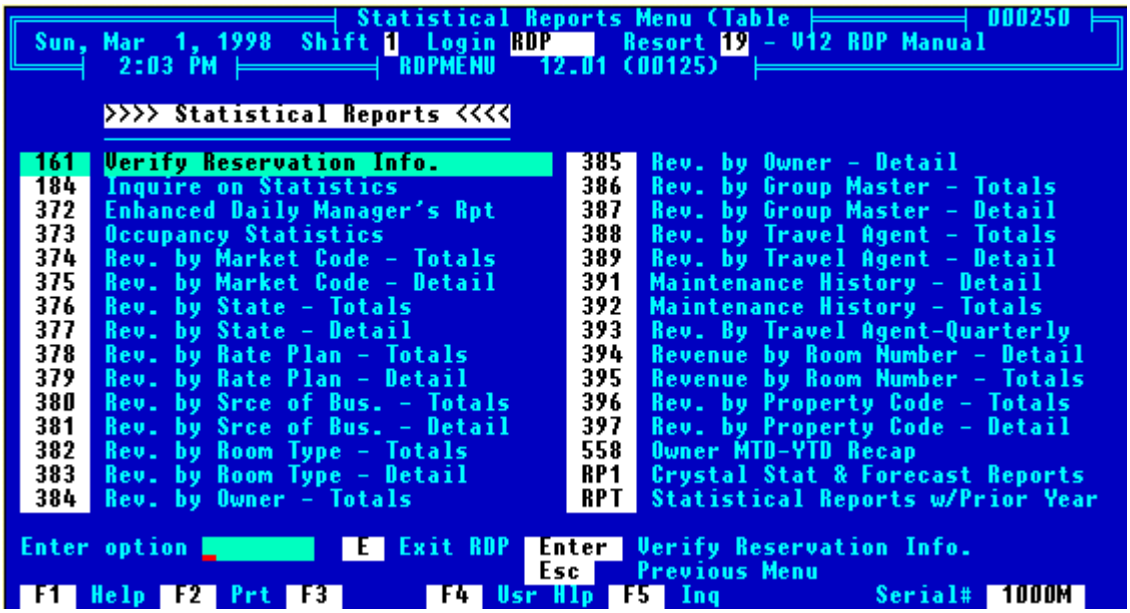
Condominium Control System — Sun, Mar 1, 1998 — Period (9803)
Report: 464-372 — ENHANCED DAILY MANAGER'S REPORT — Page 2

For: Sat, Feb 28, 1998

Description	ROOM REVENUE Today	ROOM REVENUE Month To Date	ROOM REVENUE Year To Date	OCCUPIED ROOMS Today	OCCUPIED ROOMS Month to Date	OCCUPIED ROOMS Year to Date	AVERAGE DAILY RATES Today	AVERAGE DAILY RATES Month to Date	AVERAGE DAILY RATES Year to Date
***** REVENUE BY RATE PLAN *****									
Rate Plan -	0.00	0.00	400.00	0	0	0	0.00	0.00	0.00
3AAA AAA Rate	211.50	1570.50	2209.50	2	16	23	105.75	98.16	96.07
B260 Winter Package	292.50	661.50	891.00	3	7	9	97.50	94.50	99.00
B270 3-Day Ski Package	0.00	0.00	525.00	0	0	4	0.00	0.00	131.25
FLYR Frequent Flyer	70.00	140.00	140.00	1	2	2	70.00	70.00	70.00
GRP1 20% Group Discount	336.00	14432.00	21272.00	4	180	264	84.00	80.18	80.58
RACK Rack Rate	615.00	2335.00	2935.00	5	21	27	123.00	111.19	108.70
Total By Rate Plan	1525.00	19139.00	28372.50	19	241	351	80.26	79.41	80.83
***** REVENUE BY SOURCE OF BUSINESS *****									
Source of Business -	0.00	0.00	400.00	0	0	0	0.00	0.00	0.00
01 Returning Guest	112.50	761.00	1361.00	1	7	20	112.50	108.71	68.05
02 Returning Group	0.00	12800.00	17720.00	0	160	220	0.00	80.00	80.55
03 Newspaper Ad	314.00	1237.50	1237.50	3	12	12	104.67	103.13	103.13
04 Word of Mouth	650.00	3295.00	5740.00	7	37	65	92.86	89.05	88.31
05 Walk-In	378.50	378.50	1247.00	3	3	12	126.17	126.17	103.92
06 Chamber of Commerce	70.00	667.00	667.00	1	7	7	70.00	95.29	95.29
Total By Source of Business	1525.00	19139.00	28372.50	19	241	351	80.26	79.41	80.83
***** REVENUE BY STATE *****									
Undefined State	336.00	14432.00	21672.00	6	187	271	56.00	77.18	79.97
AZ Arizona	94.50	279.00	279.00	1	3	3	94.50	93.00	93.00
CA California	105.00	980.00	2144.00	1	10	21	105.00	98.00	102.10
CO Colorado	0.00	0.00	829.50	0	0	8	0.00	0.00	103.69
FL Florida	103.50	103.50	103.50	1	1	1	103.50	103.50	103.50
GA Georgia	110.00	535.00	535.00	1	5	5	110.00	107.00	107.00
IL Illinois	94.50	279.00	279.00	1	3	3	94.50	93.00	93.00
KS Kansas	70.00	140.00	140.00	1	2	2	70.00	70.00	70.00
NC North Carolina	267.50	596.00	596.00	2	5	5	133.75	119.20	119.20
NY New York	125.00	250.00	250.00	3	10	10	41.67	25.00	25.00
OH Ohio	120.00	405.00	405.00	1	4	4	120.00	101.25	101.25
TX Texas	99.00	292.50	292.50	1	3	3	99.00	97.50	97.50
WA Washington	0.00	847.00	847.00	0	8	8	0.00	105.88	105.88
Total By State	1525.00	19139.00	28372.50	19	241	351	80.26	79.41	80.83

STATISTICS FROM PRIOR YEARS

The "Statistical Reports with Prior Year" menu incorporates the prior year's data with the current year. For example, a "Revenue by Market Code" report can be printed that compares today's revenue to the same date a year ago. Access these reports by going to the Statistical Reports menu (4) and then option "RPT" (Statistical Reports with Prior Year).


Statistical Reports Menu (Table
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:03 PM RDPMENU 12.01 (00125)
>>>> Statistical Reports <<<<
161 Verify Reservation Info.
184 Inquire on Statistics
372 Enhanced Daily Manager's Rpt
373 Occupancy Statistics
374 Rev. by Market Code - Totals
375 Rev. by Market Code - Detail
376 Rev. by State - Totals
377 Rev. by State - Detail
378 Rev. by Rate Plan - Totals
379 Rev. by Rate Plan - Detail
380 Rev. by Srce of Bus. - Totals
381 Rev. by Srce of Bus. - Detail
382 Rev. by Room Type - Totals
383 Rev. by Room Type - Detail
384 Rev. by Owner - Totals
385 Rev. by Owner - Detail
386 Rev. by Group Master - Totals
387 Rev. by Group Master - Detail
388 Rev. by Travel Agent - Totals
389 Rev. by Travel Agent - Detail
391 Maintenance History - Detail
392 Maintenance History - Totals
393 Rev. By Travel Agent-Quarterly
394 Revenue by Room Number - Detail
395 Revenue by Room Number - Totals
396 Rev. by Property Code - Totals
397 Rev. by Property Code - Detail
558 Owner MTD-YTD Recap
RP1 Crystal Stat & Forecast Reports
RPT Statistical Reports w/Prior Year
Enter option
E Exit RDP
Enter Verify Reservation Info.
Esc Previous Menu
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq Serial# 1000M

ROOMS

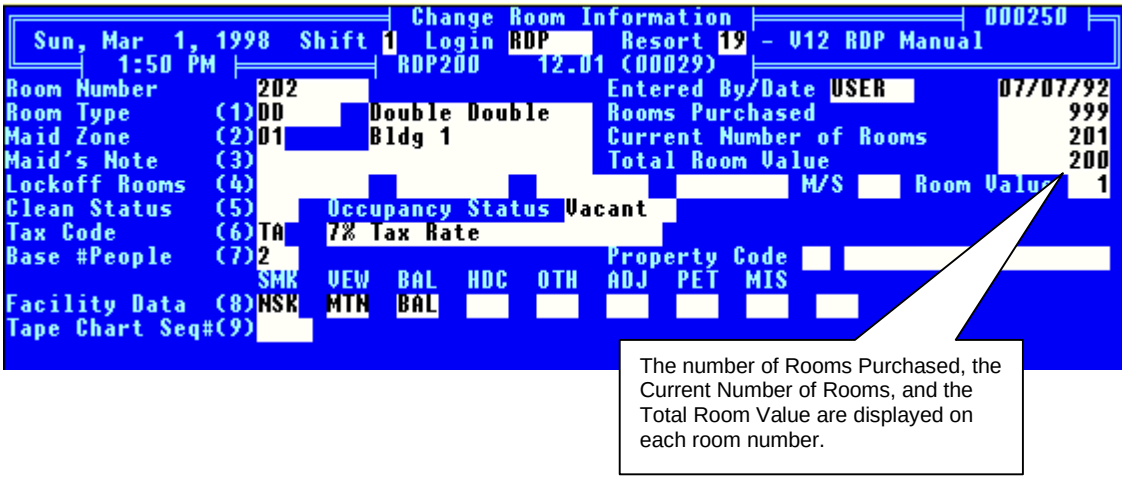
OVERVIEW

RDP systems are sold based on a property's total number of rooms. A “room” can be used for any rented entity, including:

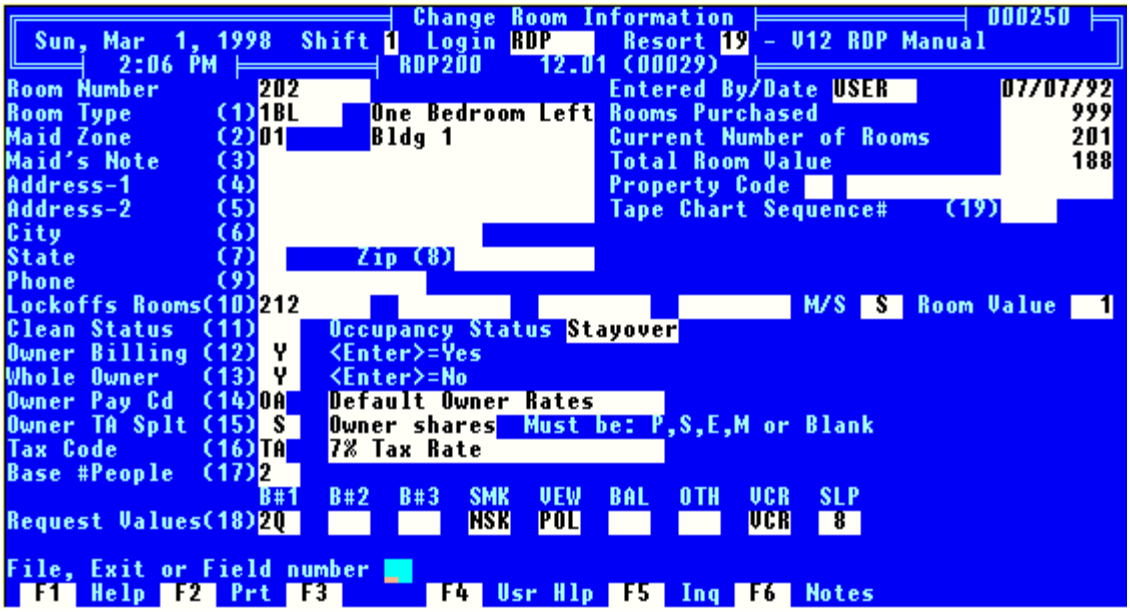
- Hotel Rooms
- Wholly Owned Condominiums
- Timeshare Rooms
- Boat Slips
- Conference Rooms
- Campsites
- Non-Rental Rooms (Used for accounting folios, paid-in/paid-outs, etc)
- Any Other Entity that can be Rented

Each RDP system has a maximum number of rooms. Contact RDP Sales at 970/845-1140 to increase the maximum number of rooms.

Determine the number of rooms in your system using option "202" - "Change Room Information" on menu 11 (Room Menu).


Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:50 PM RDP200 12.01 (00029)
Room Number 202
Room Type (1) DD Double Double
Maid Zone (2) 01 Bldg 1
Maid's Note (3)
Lockoff Rooms (4)
Clean Status (5)
Tax Code (6) TA
Base #People (7) 2
Facility Data (8) NSK MTN BAL
Tape Chart Seq# (9)
Occupancy Status Vacant
7% Tax Rate
SMK VEW BAL HDC OTH ADJ PET MIS
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 200
M/S
Property Code
The number of Rooms Purchased, the Current Number of Rooms, and the Total Room Value are displayed on each room number.

With RDP’s Owner Accounting module (R3) installed, the Room Master screen looks similar to the following. The number of rooms purchased, the current number of rooms, and the total room value are all displayed in the same screen location.


Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:06 PM RDP200 12.01 (00029)
Room Number 202
Room Type (1) 1BL One Bedroom Left
Maid Zone (2) 01 Bldg 1
Maid's Note (3)
Address-1 (4)
Address-2 (5)
City (6)
State (7) Zip (8)
Phone (9)
Lockoffs Rooms(10) 212
Clean Status (11)
Owner Billing (12) Y
Whole Owner (13) Y
Owner Pay Cd (14) 0A
Owner TA Splt (15) S
Tax Code (16) TA
Base #People (17) 2
Request Values(18) 2Q
Occupancy Status Stayover
<Enter>=Yes
<Enter>=No
Default Owner Rates
Owner shares Must be: P,S,E,M or Blank
7% Tax Rate
B#1 B#2 B#3 SMK VEW BAL OTH VCR SLP
NSK POL VCR 8
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 188
Property Code
Tape Chart Sequence# (19)
M/S S Room Value 1
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

The following terms are used for describing rooms in the RDP system.

Term	Definition
Room Number	Each room is defined using option 200 on the Room Menu (11) and must be assigned a unique number (alphanumeric). Rooms can be a maximum of eight characters.
Room Type	When entering a room number, the system prompts for a room type. The room type describes the room and drives the room rate. Examples of room types are 3BR (Three Bedroom), K (King), Q (Queen), DD (Double-Double). RDP recommends unique room types for price variations or to track rooms for availability purposes. All room types are defined in table C2. The room type is limited to six (6) alphanumeric characters, the room type description can be up to 24 characters.
Rooms Purchased	Total number of unique room numbers that can be entered into the RDP system. To increase the capacity, contact RDP Sales at (970) 845-1140.
Current # of Rooms	The number of rooms currently entered in the system. Every room entered with menu 11, option 200, counts in this total. This includes actual rooms, non-rental (N/R) rooms, master lockoffs, secondary lockoffs, etc.
Total Room Value	The sum of the "room value" field for each room number. This total is used to calculate occupancy percentages system-wide. Not all rooms are counted when calculating the total room value. For example, rooms that begin with "N/R" (designating a "Non-Rental room) and master lockoffs are not counted.

Chapter Layout

The Room Menu (11) contains options for adding, changing, and deleting rooms, resetting room availability, and various room detail reports. This chapter covers all aspects of rooms in the RDP system. The chapter is organized into the following sections:

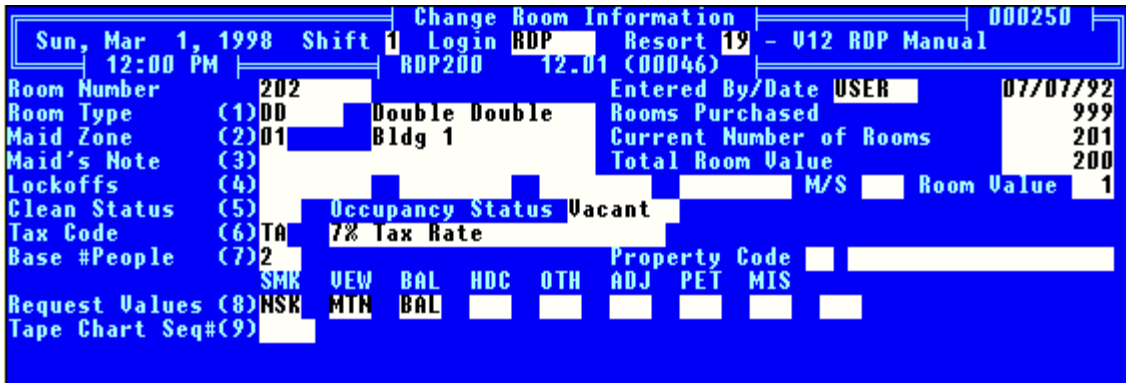
Adding/Changing/Deleting Rooms
Lockoff Terms
Lockoffs and the LZ Table
Lockoff Set Rules
Resetting Room Availability
Room Reports

ADDING/CHANGING/DELETING ROOMS

Adding a New Room

Add a new room with option “200” - “Add Room to Room List” on the Room Menu (11). Option 200 displays a blank room record.

Hotel Properties


Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:00 PM RDP200 12.01 (00046)
Room Number 202
Room Type (1) DD Double Double
Maid Zone (2) 01 Bldg 1
Maid's Note (3)
Lockoffs (4)
Clean Status (5)
Occupancy Status Vacant
Tax Code (6) TA 7% Tax Rate
Base #People (7) 2
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 200
M/S Room Value 1
Property Code
SMK VEW BAL HDC OTH ADJ PET MIS
Request Values (8) NSK MTN BAL
Tape Chart Seq# (9)

Enter the room number, room type, *lockoff rooms*, tax code, base, and guest request data. The room number must be a unique number. Room types are defined in table C2 and are displayed by pressing <F3 - LOOK> at field number 1.

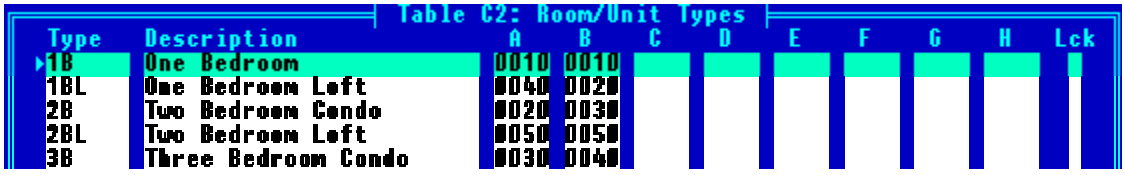


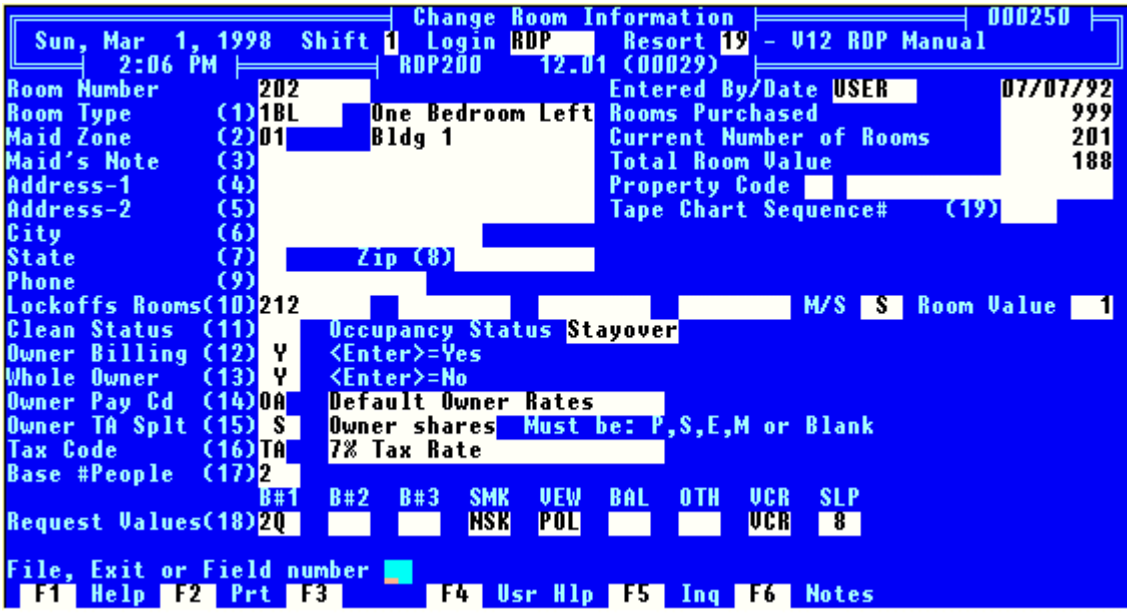
Table C2: Room/Unit Types
Type Description A B C D E F G H Lck
1B One Bedroom 0010 0010
1BL One Bedroom Loft 0040 0020
2B Two Bedroom Condo 0020 0030
2BL Two Bedroom Loft 0050 0050
3B Three Bedroom Condo 0030 0040

Lockoffs are rooms that can be rented independently or combined as a whole. For example, suppose room 103 is a three bedroom suite that can also be rented as three single rooms, 103A, 103B, and 103C, or as a two bedroom room, 103D. If your property does not have lockoff rooms, bypass field #10. If your property has lockoff room types, please see the sections in this chapter titled ***Lockoff Overview***, ***Lockoffs and the LZ table***, and ***Lockoff Set Rules***.

The tax code entered in field #6 on the room master is the default tax code for every reservation assigned to the particular room. The default tax code is TA. Use <F3 - LOOK> for a list of possible codes. Properties with rooms in areas with different tax rates use field 16 to simplify the reservation process.

Complete the room master record by entering the room's base number of persons in field number 7 and *guest requests* in field #8. Guest requests describe the room. With guest requests assigned, clerks can easily note the type of bed in each bedroom (K, DD, etc.), whether or not the room has a fireplace, and the view. The nine guest request labels are defined in table C8.

Condominium/Timeshare Properties


Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:06 PM RDP200 12.01 (00029)
Room Number 202
Room Type (1) 1BL One Bedroom Left
Maid Zone (2) 01 Bldg 1
Maid's Note (3)
Address-1 (4)
Address-2 (5)
City (6)
State (7) Zip (8)
Phone (9)
Lockoffs Rooms (10) 212
Clean Status (11)
Owner Billing (12) Y
Whole Owner (13) Y
Owner Pay Cd (14) OA
Owner TA Splt (15) S
Tax Code (16) TA
Base #People (17) 2
Request Values (18) 2Q
Occupancy Status Stayover
<Enter>=Yes
<Enter>=No
Default Owner Rates
Owner shares Must be: P,S,E,M or Blank
7% Tax Rate
B#1 B#2 B#3 SMK VEW BAL OTH VCR SLP
NSK POL VCR 8
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 188
Property Code
Tape Chart Sequence# (19)
M/S S Room Value 1
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

In addition to the above fields, properties with owners of individual rooms complete the following room master fields:

Field	Entry
Address (4 - 9)	Enter the physical street address for the room, including phone number.
Owner Billing (13)	By entering a "Y" in field #14, all owner revenue features are turned on for the room, including processing owner revenue with option 912.
Owner Pay Code (14)	Use <F3 - LOOK> to display a list of owner pay codes. This code determines the revenue percentage due to the reservation. By entering the pay code on the room master, it is transferred to each reservation made in the room. (The pay code can be changed on a reservation-by-reservation basis)
Owner TA Split (15)	There are four possible entries in field number 15: 1. P - the owner pays the entire travel agent commission. 2. S - The owner and management company share the travel agent commission based upon the revenue percentage paid to the owner. 3. E - The owner and management company each pay 50% of the travel agent commission regardless of the percentage of revenue paid to the owner. 4. M - The management company pays the entire commission.

Changing Room Information

Change all room data with option “202” - “Change Room Information” from the Room Menu (11). All room information, including room type, can be changed by accessing option 202 and entering the appropriate field number. Follow these steps to change the room type on a room with active reservations.

1. Access the room master in option 202 from the Room Menu (11).
2. Enter the field number for room type (1).
3. The system warns:

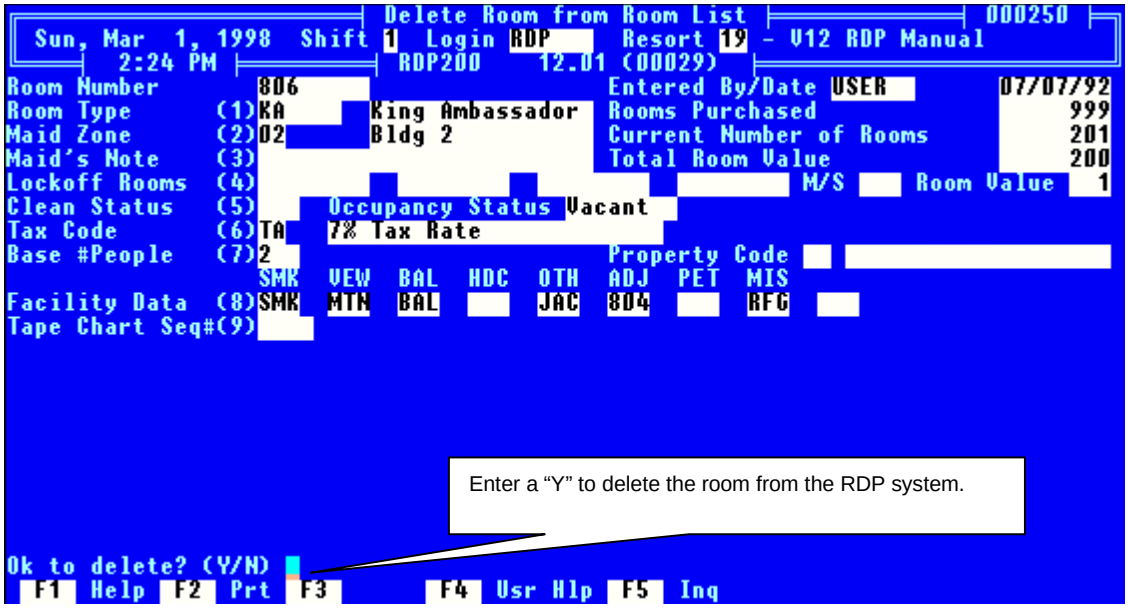
4. Press <ALT> and <C> at the same type to clear the warning.
5. Enter the new room type.
6. Run option 995 from the System Utilities Menu to reset existing reservations to the new type.

☒ ***Please contact RDP Support PRIOR to changing room types in order to verify all room rate sets are defined.***

Deleting Rooms

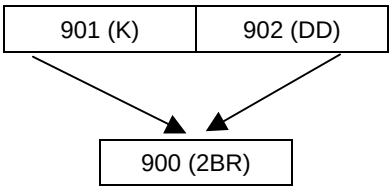
In order to delete a room from the RDP system, all reservations must be transferred to non-active history. A reservation stays in active history until its individual balance due equals zero and it has been checked out for a specified number of days (see C1 sub-record 910 for this variable). If future, in-house, or active reservations exist and the room is accessed with option “204” - “Delete Room from Room List”, the system displays the following warning:

If all reservations have transferred to non-active history, option 204 displays the following prompt:


Delete Room from Room List
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
2:24 PM
RDP200
12.01 (00029)
Room Number
Room Type (1) KA King Ambassador
Maid Zone (2) 02 Bldg 2
Maid's Note (3)
Lockoff Rooms (4)
Clean Status (5)
Tax Code (6) TA 7% Tax Rate
Base #People (7) 2
Facility Data (8) SMK MTN BAL JAC 804 RFG
Tape Chart Seq# (9)
Entered By/Date USER 07/07/92
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 200
M/S
Room Value 1
Occupancy Status Vacant
Property Code
SMK VEW BAL HDC OTH ADJ PET MIS
Enter a “Y” to delete the room from the RDP system.
Ok to delete? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

LOCKOFF OVERVIEW

Lockoffs are used to rent multiple rooms as one larger unit. The example that will be used throughout this lockoff documentation is illustrated below.



In this example, the property can sell room 901 (a "King" room type) independently or in combination with room 902 (a "Double-Double" room type) to create room 900 (a Two-Bedroom room type). In addition, room 902 can be sold independently or in combination with room 901 in order to create the Two-Bedroom master lockoff room 900. In order for room 900 to be rented, both rooms 901 and 902 must be available.

The following steps must be completed prior to using lockoffs in the RDP system.

1. Define unit types in the C2 table.
2. Define lockoff sets in the LZ table.
3. Add master lockoff rooms with option "200" – "Add Room" on the Room Master Menu (11).
4. Add secondary lockoff rooms with option "200" – "Add Room" on the Room Master Menu (11).
5. Add secondary lockoff rooms to master lockoffs with option "202" – "Change Room" on the Room Master Menu (11).
6. From the System Manager Menu, choose option "090" – "Update System Tables" and run option "1" – "Build Lockoff Definition Table".

See the following sections for detailed information regarding each step.

Lockoff Terms

RDP uses the following terms to describe lockoffs.

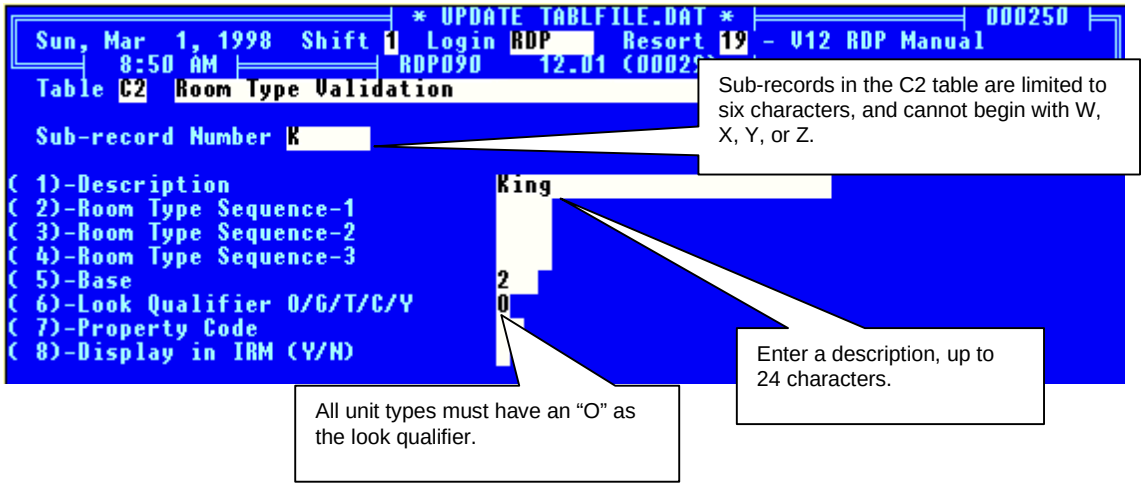
Term	Definition
Master Room	A room that is sold as a combination of other room types. For example, a 2BR (Two-Bedroom) master room type may be comprised of a K (King) room and a DD (Double-Double) room.
Secondary Room	A room that can be sold independently or in combination with another room to create a master room. For example, a K (King) room can be sold independently or in combination with a DD (Double-Double) room to create a 2BR (Two-Bedroom).
Lockoff Set	The room types that make up a master room. For example, a K (King) room type and a DD (Double-Double) room type are combined to create a 2BR (Two-Bedroom). In this example, the lockoff set for a two-bedroom is: Two-Bedroom = King + Double-Double

Term	Definition
Room Value	A room's room value is either "1" or "0". Secondary rooms are assigned 1 and master rooms are assigned 0. RDP uses the room value to calculate occupancy percentages. For example, in the 2BR (Two-Bedroom) lockoff set defined above, the corresponding room values are: K (King) = 1 DD (Double-Double) = 1 2BR (Two-Bedroom) = 0 Total Room Value = 2 The room value is used to calculate occupancy percentages. Use a simplified example of a three room hotel with one K (King) room, one DD (Double-Double) room, and one lockoff 2BR (Two-Bedroom) room. In this example, the hotel has a total of two (2) rooms, the King room and the Double-Double room. The King and Double-Double rooms can be sold independently or combined. However the maximum number of rooms that can be occupied at any one time is two. With the room value concept RDP calculates occupancy totals correctly, no matter what combination of rooms are occupied. See the example below. King and Double-Double occupied independently. Two rooms occupied/Total of two rooms = 100% Occupancy Two-Bedroom lockoff occupied. Two rooms occupied/Total of two rooms = 100% Occupancy King room occupied. One room occupied/Total of two rooms = 50% Occupancy Double-Double room occupied. One room occupied/Total of two rooms = 50% Occupancy As the above example illustrates, the property's total room value is always the denominator in occupancy calculations. If the room value concept were NOT utilized, occupancy counts would never be correct. For example, if RDP counted each room independently and ignored the room value, the same three room hotel example used above would have the following occupancy levels. King and Double-Double occupied independently. Two rooms occupied/Total of three rooms = 66.6% Occupancy Two-Bedroom lockoff occupied. Two room occupied/Total of three rooms = 66.6% Occupancy King room occupied. One room occupied/Total of three rooms = 33.3% Occupancy Double-Double room occupied. One room occupied/Total of three rooms = 33.3% Occupancy
Nested Lockoffs	Three rooms that can be sold independently, as a whole, or in combination. See “Rules for Nested Lockoffs”.

DEFINING ROOM TYPES IN THE C2 TABLE

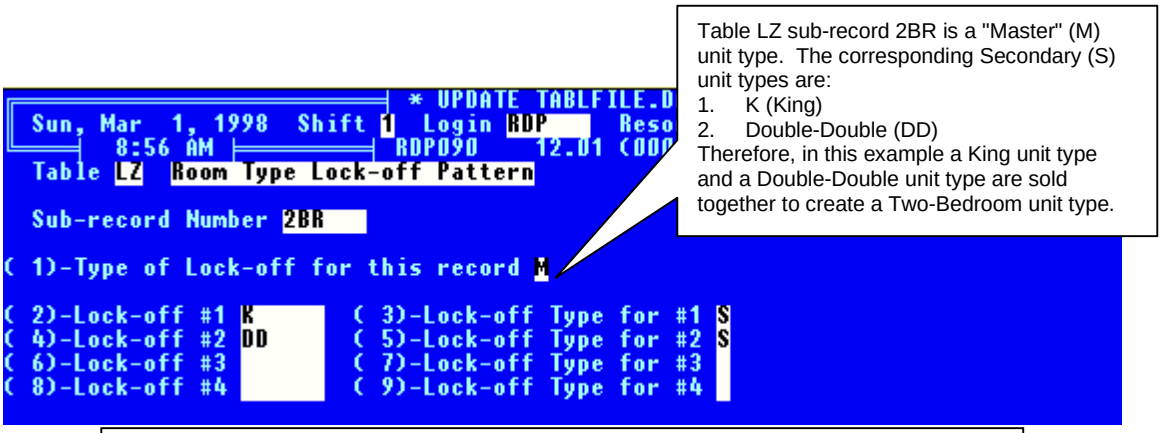
The first step in using lockoffs is to define master and secondary room types in the C2 table. The C2 table holds all valid unit types in the RDP system. To update the C2 table choose option “090” – “Update System Tables” from the System Manager Menu (98). Next, choose option “U” – “Update Table Records” and enter C2 as the table number.

At this point add new sub-records to the table. In our lockoff example above, a K (King) unit type and a DD (Double-Double) unit type are combined to form a 2BR (Two-Bedroom) unit type. Add all three unit types to the C2 table.

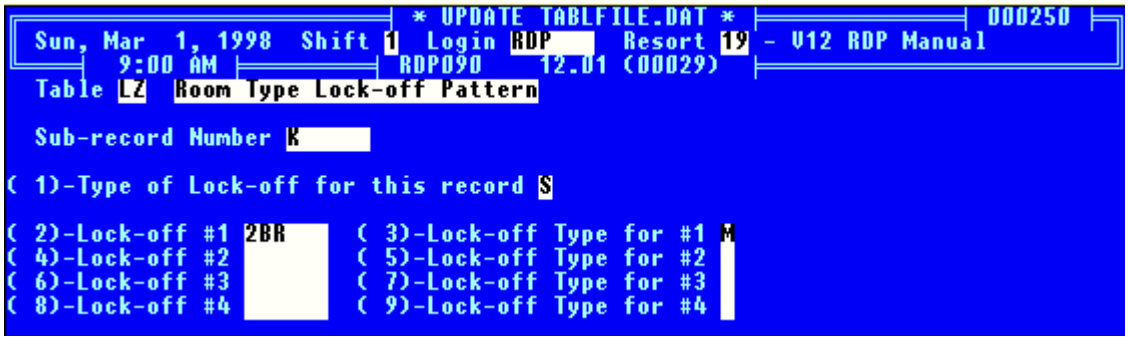

* UPDATE TABLFILE.DAT *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
8:50 AM RDP090 12.01
Table C2 Room Type Validation
Sub-record Number K
(1)-Description King
(2)-Room Type Sequence-1
(3)-Room Type Sequence-2
(4)-Room Type Sequence-3
(5)-Base 2
(6)-Look Qualifier O/G/T/C/Y O
(7)-Property Code
(8)-Display in IRM (Y/N)
Sub-records in the C2 table are limited to six characters, and cannot begin with W, X, Y, or Z.
Enter a description, up to 24 characters.
All unit types must have an “O” as the look qualifier.

DEFINE LOCKOFF SETS IN THE LZ TABLE

Prior to making reservations or allocating rooms in lockoff room types, the "LZ" - "Room Type Lockoff Pattern" table must be completed. The LZ table sub-records are "Master" room types, with their corresponding "Secondary" room types listed in fields 2 - 9. A sample LZ sub-record is displayed below.


* UPDATE TABLFILE.D
Sun, Mar 1, 1998 Shift 1 Login RDP Reso
8:56 AM RDP090 12.01
Table LZ Room Type Lock-off Pattern
Sub-record Number 2BR
(1)-Type of Lock-off for this record M
(2)-Lock-off #1 K (3)-Lock-off Type for #1 S
(4)-Lock-off #2 DD (5)-Lock-off Type for #2 S
(6)-Lock-off #3 (7)-Lock-off Type for #3
(8)-Lock-off #4 (9)-Lock-off Type for #4
Table LZ sub-record 2BR is a "Master" (M) unit type. The corresponding Secondary (S) unit types are:
1. K (King)
2. Double-Double (DD)
Therefore, in this example a King unit type and a Double-Double unit type are sold together to create a Two-Bedroom unit type.
Fields 1, 3, 5, 7, and 9 are either an "M" or "S", based on whether the unit type is a master or secondary lockoff.

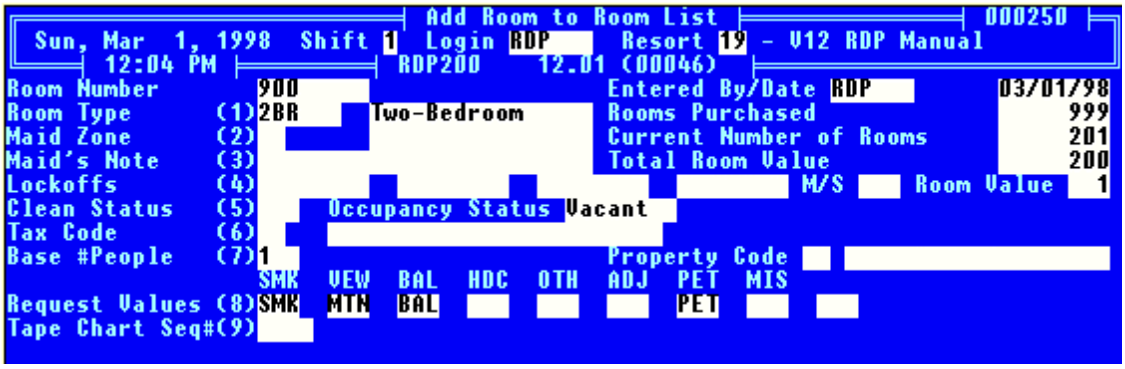
Secondary room types are also defined in table LZ. For secondary room types, the master room type is entered in field #2, Lockoff field #1.


* UPDATE TABLFILE.DAT *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:00 AM RDP090 12.01 (00029)
Table LZ Room Type Lock-off Pattern
Sub-record Number K
(1)-Type of Lock-off for this record S
(2)-Lock-off #1 2BR
(3)-Lock-off Type for #1 M
(4)-Lock-off #2
(5)-Lock-off Type for #2
(6)-Lock-off #3
(7)-Lock-off Type for #3
(8)-Lock-off #4
(9)-Lock-off Type for #4

*All master room types **must** be comprised of the same secondary rooms. For example, all Two-Bedroom rooms (2BR) must be made up of one King room (K) plus one Double-Double room (DD).*

ADD MASTER ROOMS

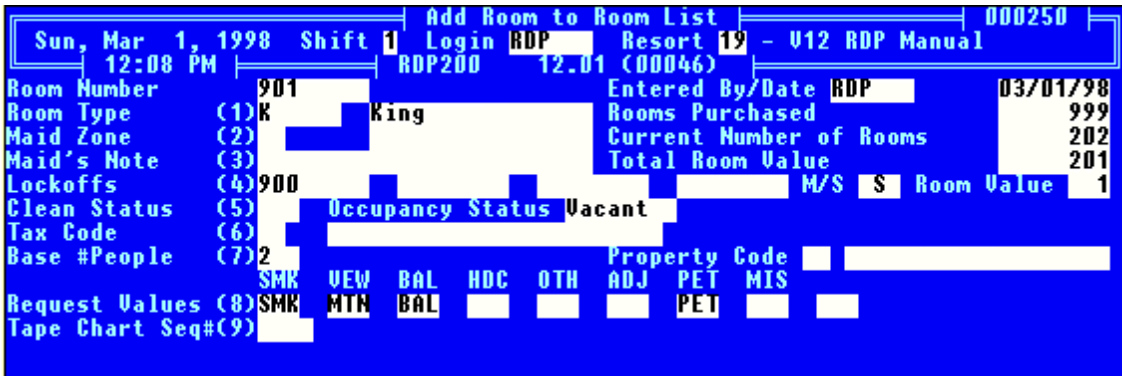
Once the C2 and LZ tables are complete, add master lockoff rooms to the system using option “200” – “Add Room” from the Room Menu (11). The master room must be added without lockoff information, since the secondary lockoffs have NOT been added to the system. Secondary lockoffs are added in the next step. A completed master lockoff room appears below.


Add Room to Room List
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:04 PM RDP200 12.01 (00046)
Room Number 900
Room Type (1) 2BR Two-Bedroom
Maid Zone (2)
Maid's Note (3)
Lockoffs (4)
Clean Status (5) Occupancy Status Vacant
Tax Code (6)
Base #People (7) 1
Request Values (8) SMK MTN BAL
Tape Chart Seq#(9)
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 201
Total Room Value 200
M/S Room Value 1
Property Code
SMK VEW BAL HDC OTH ADJ PET MIS

When the master room is initially added, only the room number, unit type, maid zone (if applicable), tax code, and guest requests (facility data) are added.

ADD SECONDARY ROOMS

Once the master room is filed, add secondary rooms using the same option 200 on the Room Menu. For secondary rooms, add the master room in field #4 (Lockoff Rooms), room #900 in our example. By entering room #900 in field #4, the system knows that when the secondary room is rented, the master is NOT available (i.e. – the master MUST have both secondary rooms in order to be rented). A completed secondary lockoff follows.

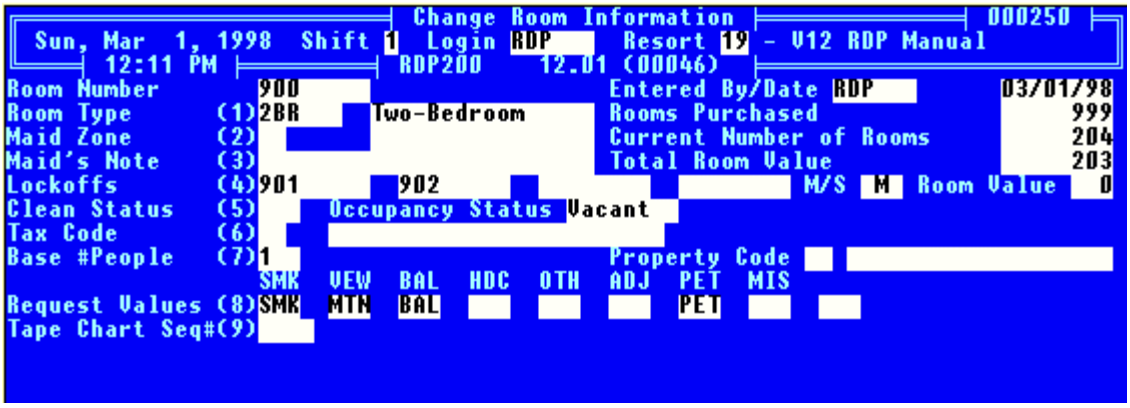

Add Room to Room List
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:08 PM RDP200 12.01 (00046)
Room Number 901
Room Type (1) K King
Maid Zone (2)
Maid's Note (3)
Lockoffs (4) 900
Clean Status (5) Occupancy Status Vacant
Tax Code (6)
Base #People (7) 2
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 202
Total Room Value 201
M/S S Room Value 1
Property Code
SMK VEW BAL HDC OTH ADJ PET MIS
Request Values (8) SMK MTN BAL PET
Tape Chart Seq# (9)

The secondary room is completed. The master lockoff room is added in field #4 – Lockoff Rooms. Room 900 is NOT available when room 901 is rented.

All secondary rooms have a designation of "S" (secondary) in field #4. In addition, the room value is set to one (1).

ADD SECONDARY ROOMS TO THE MASTER

Once all secondary rooms are added to the system, access the master lockoff room using option "202" – "Change Room Information" on the Room Master Menu (11). Add all secondary lockoffs to the master room in field #4 – Lockoff Rooms. Note the room value on the master is zero.


Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
12:11 PM RDP200 12.01 (00046)
Room Number 900
Room Type (1) 2BR Two-Bedroom
Maid Zone (2)
Maid's Note (3)
Lockoffs (4) 901 902
Clean Status (5) Occupancy Status Vacant
Tax Code (6)
Base #People (7) 1
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 204
Total Room Value 203
M/S M Room Value 0
Property Code
SMK VEW BAL HDC OTH ADJ PET MIS
Request Values (8) SMK MTN BAL PET
Tape Chart Seq# (9)

VERIFY LOCKOFFS WITH OPTION 090-1

Use option "1" – "Build Lockoff Definition Table" to verify that all lockoffs are entered correctly. Option #1 provides a printout similar to the following.

Room#	Type	LT (Lockoff Type)	Lockoff1	Type	LT	Lockoff 2	Type	LT	Status
900	2BR	M	901	K	S	902	DD	S	OK
901	K	S	900	2BR	M				OK
902	DD	S	900	2BR	M				

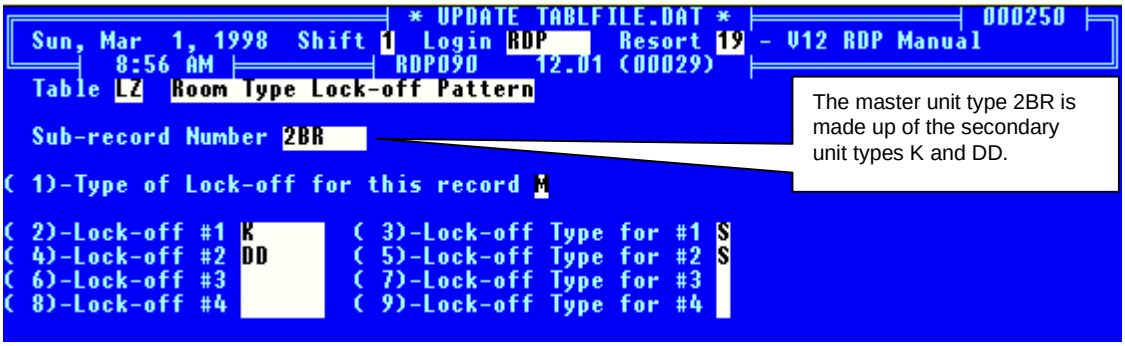
LOCKOFF SET RULES

In order to allow group blocks and inventory reservations with lockoff rooms, certain rules apply to RDP "lockoff sets". This section details these rules.

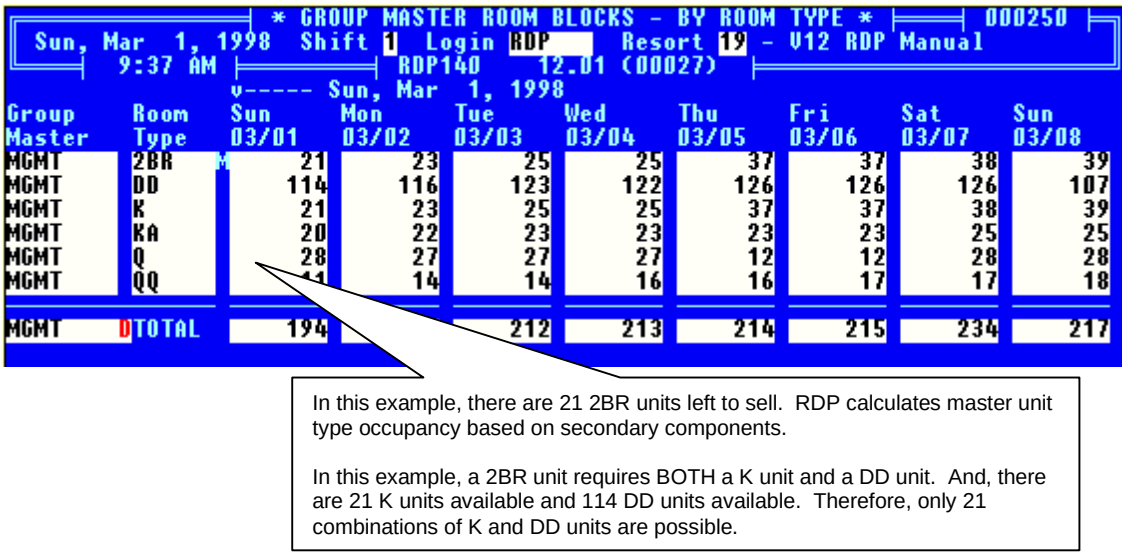
1. Master lockoff availability totals are calculated from its secondary rooms.
2. Secondary lockoff room types must be unique.
3. Secondary lockoff room types CANNOT be used outside of the lockoff set.
4. Lockoff sets must be unique. A room type may not be used within a lockoff set and independently.

Calculating Master Lockoff Availability

RDP does not store availability totals for master lockoffs. Availability totals for master lockoffs are calculated based on the number of rooms left to sell for its secondary components. For example, a Two-Bedroom master lockoff room is the combination of a King room and a Double-Double room. Table LZ sub-record "2BR" illustrates this lockoff set.

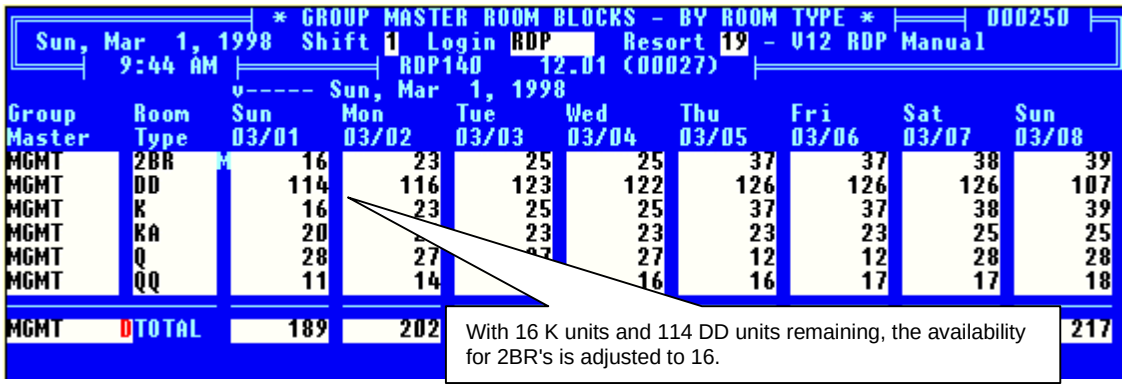

* UPDATE TABLFILE.DAT *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
8:56 AM RDP090 12.01 (00029)
Table LZ Room Type Lock-off Pattern
Sub-record Number 2BR
(1)-Type of Lock-off for this record M
(2)-Lock-off #1 K
(3)-Lock-off Type for #1 S
(4)-Lock-off #2 DD
(5)-Lock-off Type for #2 S
(6)-Lock-off #3
(7)-Lock-off Type for #3
(8)-Lock-off #4
(9)-Lock-off Type for #4
The master unit type 2BR is made up of the secondary unit types K and DD.

The number of available 2BR rooms is calculated based on the number of K and DD rooms left to sell. For example, if there are 21 K rooms available and 114 DD rooms available, there are only 21 2BR rooms left to sell. This point is illustrated in the following availability listing.


* GROUP MASTER ROOM BLOCKS - BY ROOM TYPE *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:37 AM RDP140 12.01 (00027)
v----- Sun, Mar 1, 1998
Group Master | Room Type | Sun 03/01 | Mon 03/02 | Tue 03/03 | Wed 03/04 | Thu 03/05 | Fri 03/06 | Sat 03/07 | Sun 03/08
MGMT 2BR M 21 23 25 25 37 37 38 39
MGMT DD 114 116 123 122 126 126 126 107
MGMT K 21 23 25 25 37 37 38 39
MGMT KA 20 22 23 23 23 23 25 25
MGMT Q 28 27 27 27 12 12 28 28
MGMT QQ 14 14 16 16 17 17 18
MGMT DTOTAL 194 212 213 214 215 234 217
In this example, there are 21 2BR units left to sell. RDP calculates master unit type occupancy based on secondary components.
In this example, a 2BR unit requires BOTH a K unit and a DD unit. And, there are 21 K units available and 114 DD units available. Therefore, only 21 combinations of K and DD units are possible.

The "M" to the right of the 2BR room type signifies a master room type. The number of rooms left to sell for master room types is not included in total availability, as seen above. In the availability listing above there are 194 rooms left to sell on Sunday, March 1st. However, because all master room types have a room value of zero, they do NOT factor into availability totals.

If five K rooms are blocked for the group "IBM", the availability display appears as:


* GROUP MASTER ROOM BLOCKS - BY ROOM TYPE *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
9:44 AM RDP140 12.01 (00027)
v----- Sun, Mar 1, 1998
Group Master | Room Type | Sun 03/01 | Mon 03/02 | Tue 03/03 | Wed 03/04 | Thu 03/05 | Fri 03/06 | Sat 03/07 | Sun 03/08
MGMT 2BR 16 23 25 25 37 37 38 39
MGMT DD 114 116 123 122 126 126 126 107
MGMT K 16 23 25 25 37 37 38 39
MGMT KA 20 23 23 23 23 25 25
MGMT Q 28 27 27 12 12 28 28
MGMT QQ 11 14 16 16 17 17 18
MGMT DTOTAL 189 202 217
With 16 K units and 114 DD units remaining, the availability for 2BR's is adjusted to 16.

Secondary Lockoff Room Types must be Unique

In order for RDP to accurately calculate master lockoff occupancy totals, the secondary room types must be unique. For example, a Two-Bedroom master CANNOT be made up of two King room types. The following table illustrates this point.

Room Type	**Totals at the Property (Total Rooms/Left to Sell)**
King (Secondary)	20/20
Correct Master Availability (Based on two King rooms comprising the master)	10/10
RDP Availability	20/20

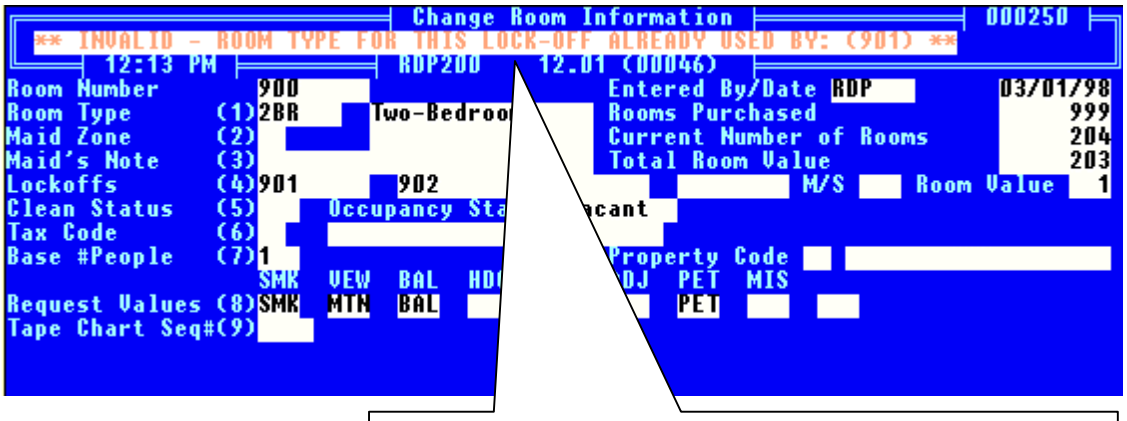
☒ ***Sample Configuration – RDP does NOT support master lockoffs comprised of two rooms of the same room type.***

Instead, the master room type should appear as follows.

Room Type	**Totals at the Property (Total Rooms/Left to Sell)**
King (Secondary)	10/10
King A (Secondary)	10/10
Master Availability (RDP Availability)	10/10

In this example, the room types King and KingA are the exact same rooms, they are defined as separate types in order for RDP to calculate master availability.

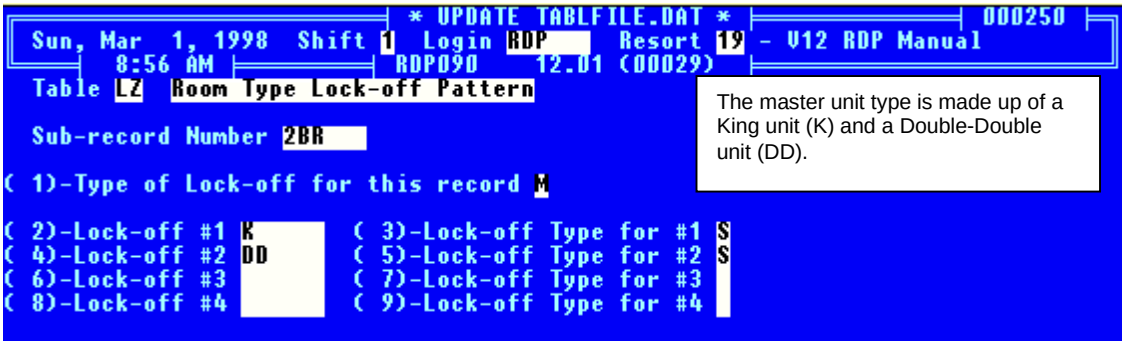
When adding a room with option 200 on the Room Menu, RDP checks the lockoff room types. If two lockoff rooms are of the same type, RDP displays the following message.


Change Room Information
000250
** INVALID - ROOM TYPE FOR THIS LOCK-OFF ALREADY USED BY: (901) **
12:13 PM
RDP200
12.01 (00046)
Room Number 900
Room Type (1) 2BR Two-Bedroo
Maid Zone (2)
Maid's Note (3)
Lockoffs (4) 901 902
Clean Status (5) Occupancy Sta acant
Tax Code (6)
Base #People (7) 1
Request Values (8) SMK MTN BAL PET
Tape Chart Seq# (9)
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 204
Total Room Value 203
M/S Room Value 1
Property Code
SMK VEW BAL HD DJ PET MIS

The above error message is displayed when two lockoff units of the same unit type are entered in field #10 on the unit master. In this example, rooms 901 and 902 are both King unit types.

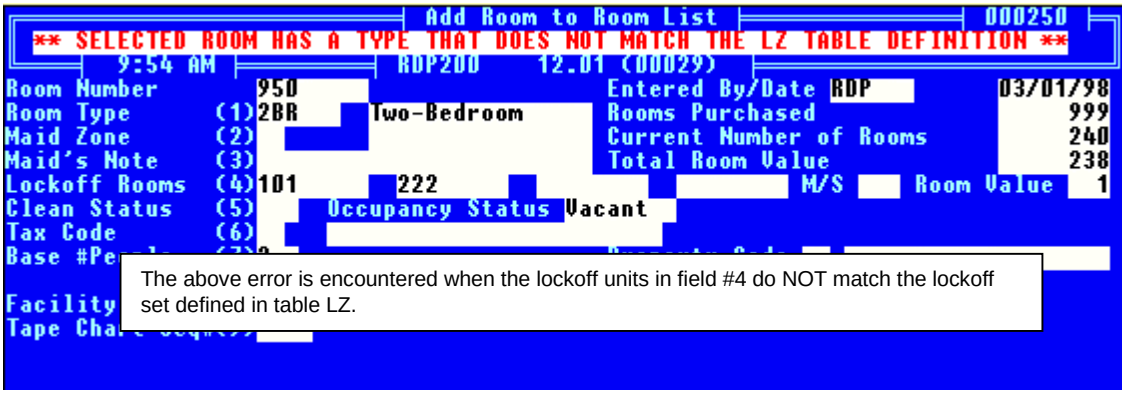
Adding Lockoff Rooms in Option 200

In addition to checking the lockoff room types in option 200, RDP also checks the LZ table to be sure the lockoff is being added correctly. For example, a Two-Bedroom is comprised of a King room and a Double-Double room, the LZ table appears as:


* UPDATE TABLFILE.DAT *
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
8:56 AM
RDP090
12.01 (00029)
Table LZ Room Type Lock-off Pattern
Sub-record Number 2BR
(1)-Type of Lock-off for this record M
(2)-Lock-off #1 K
(3)-Lock-off Type for #1 S
(4)-Lock-off #2 DD
(5)-Lock-off Type for #2 S
(6)-Lock-off #3
(7)-Lock-off Type for #3
(8)-Lock-off #4
(9)-Lock-off Type for #4

The master unit type is made up of a King unit (K) and a Double-Double unit (DD).

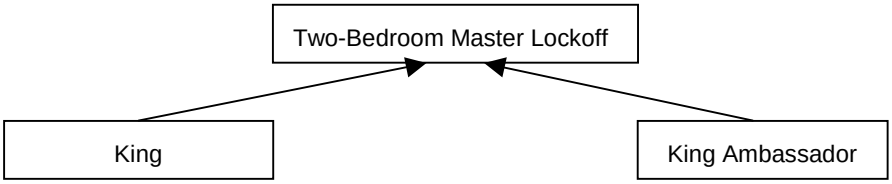
If the lockoff rooms on the room master record do NOT match the lockoff set defined in the LZ table, the following error is displayed.


Add Room to Room List
000250
** SELECTED ROOM HAS A TYPE THAT DOES NOT MATCH THE LZ TABLE DEFINITION **
9:54 AM
RDP200
12.01 (00029)
Room Number 950
Room Type (1) 2BR Two-Bedroom
Maid Zone (2)
Maid's Note (3)
Lockoff Rooms (4) 101 222
Clean Status (5) Occupancy Status Vacant
Tax Code (6)
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 240
Total Room Value 238
M/S Room Value 1

The above error is encountered when the lockoff units in field #4 do NOT match the lockoff set defined in table LZ.

Lockoff Sets Must be Unique

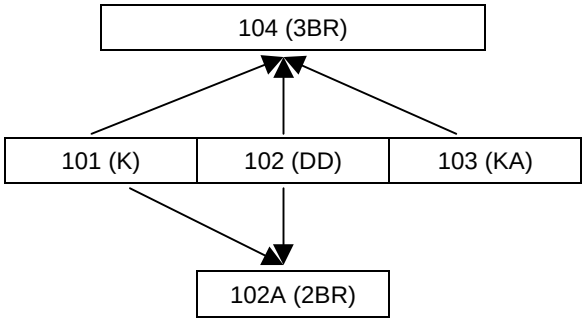
In order for RDP to calculate availability correctly, all lockoff sets must be unique. For example, assume a property has a two-bedroom master lockoff room type with the following characteristics.



The same two-bedroom master lockoff room type CANNOT be comprised of a King room and a Queen-Queen room. In addition, the components of the lockoff set (the two-bedroom, the King, and the King Ambassador) cannot be standalone rooms that do not utilize lockoffs. Two-bedroom, King, and King Ambassadors may only be sold in the lockoff set described above.

Rules for Nested Lockoffs

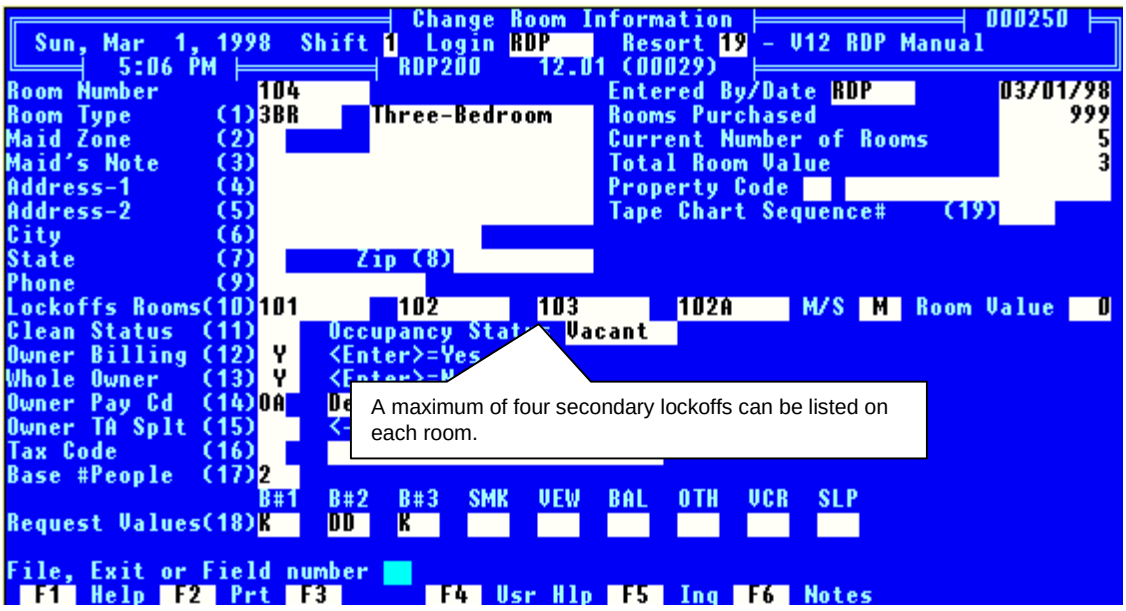
RDP uses the term "nested lockoff" for three rooms that can be rented independently, as a whole, or in combination. An example of a nested lockoff is seen below.



In this example, rooms 101, 102, and 103 can be rented in the following ways:

1. Independently
2. 101 and 102 are rented together as room 102A.
3. 101, 102, and 103 are rented as a whole to make room 104.

The above example illustrates the maximum number of lockoffs available for three rooms. The limitation exists because a maximum of four rooms can be listed as lockoffs in the room master.

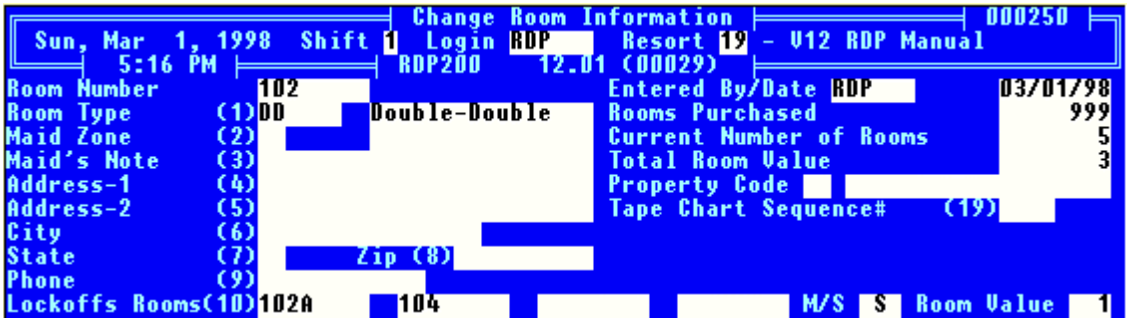

Change Room Information
000250
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
5:06 PM RDP200 12.01 (00029)
Room Number 104
Room Type (1) 3BR Three-Bedroom
Maid Zone (2)
Maid's Note (3)
Address-1 (4)
Address-2 (5)
City (6)
State (7) Zip (8)
Phone (9)
Lockoffs Rooms(10) 101 102 103 102A
Clean Status (11)
Owner Billing (12) Y
Whole Owner (13) Y
Owner Pay Cd (14) 0A
Owner TA Splt (15)
Tax Code (16)
Base #People (17) 2
Request Values(18) K DD K
Entered By/Date RDP 03/01/98
Rooms Purchased 999
Current Number of Rooms 5
Total Room Value 3
Property Code
Tape Chart Sequence# (19)
M/S M Room Value 0
Vacant
<Enter>=Yes
B#1 B#2 B#3 SMK VEW BAL OTH VCR SLP
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

A maximum of four secondary lockoffs can be listed on each room.

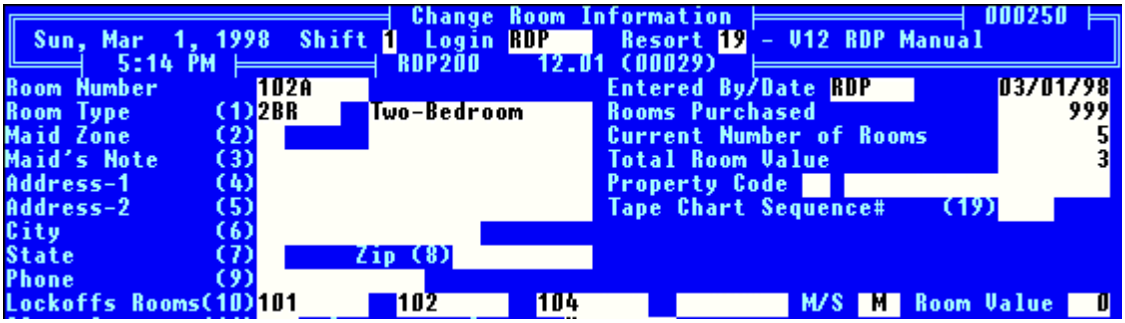
All lockoff rooms listed on the room master are NOT available once the room is rented.

In addition to defining lockoff rooms on the master, all secondary rooms must also list lockoff rooms. The room definitions for 101, 102, 102A, and 103 are listed below.

If room 101 is rented, rooms 102A and 104 are NOT available.



When room 102 is rented, rooms 102A and 104 are NOT available.



When room 102A is rented, rooms 101, 102 and 104 are NOT available.

When room 103 is rented, room 104 is NOT available.

RESETTING ROOM AVAILABILITY

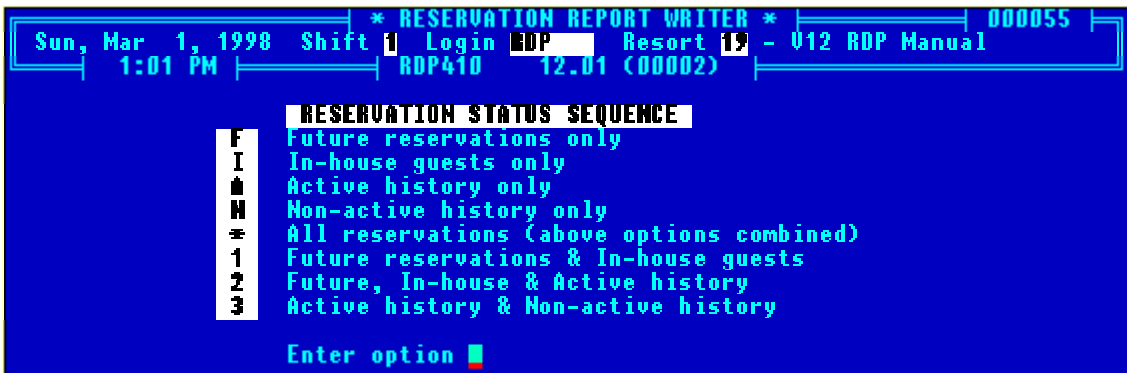
If the connection between a reservation and its assigned room becomes broken, option "209" - "Reset Availability" can fix the problem. It is not necessary to exit anyone from the RDP system while resetting the availability. Run option 209 by entering the room number from the corrupted reservation, the system then re-links all reservations for that room. If running 209 does not fix the problem, use option "995" - "Rebuild Availability File".

ROOM REPORTS

There are four standard reports on the Room Master Menu:

1. Res/History by Room Number - Detail (520)
2. Res/History by Room Number - Totals (521)
3. Room Listing - All Rooms (750)
4. Room Listing - All Rooms by Seq# (751)

The reservation history reports recap reservations by room number. The 520 provides detail, including individual names while the 521 prints total reservations per room followed by the number of nights, dollar figures, commission, and revenue totals. Both the 520 and 521 can be run for a range of departure dates, a variety of sequences, and a range of room numbers. Available sequences include:


* RESERVATION REPORT WRITER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:01 PM RDP410 12.01 (00002)
RESERVATION STATUS SEQUENCE
F Future reservations only
I In-house guests only
A Active history only
N Non-active history only
* All reservations (above options combined)
1 Future reservations & In-house guests
2 Future, In-house & Active history
3 Active history & Non-active history
Enter option

A sample 520 report for active reservations follows:

```
-------------------------------------------------------------------------------------------------------------------------------
  Condominium Control System                                                                          15:41:55  Sun, Mar  1, 1998 (9803)
  Report: 410-520                    ROOM RESERVATION HISTORY                                                  Resort: 19      Page  1
-------------------------------------------------------------------------------------------------------------------------------

                                                 Room                          Sec.                 Grand    Travel  Owner     Pay  Owner
                                                                                                                                  Mgmt.
  Room#  Guest Name    Ty Res#   Nts  Adlt Charge   Other-1  Other-2  Deposit Tax      Total    Comm.   Portion    Cd   Portion
-------- ------------ -- ------ ---- ---- -------- -------- -------- ------- -------- -------- ------- --------- -- ---------
  101    Tauck Tours   P8    100    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  101    Tauck Tours   P8    105    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  101    Tauck Tours   P8    126    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  101    Tauck Tours   P8    147    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  101    Hidalgo/Henry P8    253    3    2   285.00     0.00   609.90    0.00   19.95   914.85   28.50    185.25 OA    729.60
                              ====  ====  ==== ======== ======== ======= ======= ======== ======= ======== ========    ======
  SUB-TOTALS FOR ROOM 101      5     11   10   925.00     0.00   609.90    0.00   64.75  1599.65   28.50    601.25       998.40

  102    Tauck Tours   P8    103    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  102    Tauck Tours   P8    106    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  102    Tauck Tours   P8    127    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  102    Tauck Tours   P8    148    2    2   160.00     0.00     0.00    0.00   11.20   171.20    0.00    104.00 OA     67.20
  102    Marley/Ziggy  P8    254    3    2   285.00     0.00     0.00    0.00   19.95   304.95   28.50    185.25 OA    119.70
                              ==== ===== === ======== ======== ======= ======= ======= ================ ======== ======      ======
  SUB-TOTALS FOR ROOM 102      5     11   10   925.00     0.00     0.00    0.00   64.75   989.75   28.50    601.25       388.50
```

The 750 report lists all rooms along with lockoff and guest request data. A sample 750 follows:

```
-------------------------------------------------------------------------------------------------------------------------------
  Condominium Control System                                                                          15:11:39 Sun, Mar  1, 1998 (9803)
  Report: 400-750                          ROOM LIST - Numeric                                                 Resort: 19      Page  1
-------------------------------------------------------------------------------------------------------------------------------

                 v------------Lock-off Data----------v Room  Room  Tax Owner Owner
  Room#  Type   M/S Room #1  Room #2  Room #3  Room #4  Value StatusCd  Bill? Code TA Base #1  #2  #3  #4  #5  #6  #7  #8  #9
------ ----- --- --------- -------- -------- -------- ------ ------ --  ----- ---- -- ---- --- --- --- --- --- --- --- --- ---
  101   1B                                              1.00    D  C TA   Y     OA   S   1   1K          NSK TRE     JAC       4
  102   1B                                              1.00    D  C TA   Y     OA   S   1   1K              POL BAL     VCR   4
  103   1B                                              1.00    D  V TA   Y     OA   S   1   2D          NSK TRE               6
  104   1B                                              1.00    D  C TA   Y     OA   S   1   2Q          NSK POL BAL JAC       6
  105   1B                                              1.00    D  C TA   Y     OA   S   1   1K              TRE BAL     VCR   4
  106   1BL    S  116                                   1.00    V     TA   Y     OA   S   2   1K          NSK POL     JAC       6
  107   1BL    S  117                                   1.00    V     TA   Y     OA   S   2   2Q              TRE BAL           8
  108   1BL    S  116                                   1.00    V     TA   Y     OA   S   2   2D          NSK POL         VCR   8
  109   1BL    S  117                                   1.00    V     TA   Y     OA   S   2   1K          NSK TRE         VCR   6
  110   1BL                                             1.00    D  S TA   Y     OA   S   2   1K              POL BAL JAC VCR   6
  111   2B                                              1.00    D  C TA   Y     OA   S   4   1K  2D          CTY               8
  112   2B                                              1.00    D  V TA   Y     OA   S   4   2Q  2D      NSK PRK BAL     VCR 10
  113   2B                                              1.00    D  C TA   Y     OA   S   4   1K  2T          CTY     JAC       6
  114   2B                                              1.00    V     TA   Y     OA   S   4   2D  1K          PRK BAL           8
```

CREDIT CARDS

OVERVIEW

Payments from guests, group masters, and owners can be received by cash, check, credit card, wire transfer, or miscellaneous. The system tracks all transactions by payment method and displays this information on the "709" - "Payments Received by Method" report. Balancing credit card payments is normally done using the 709 report, detailed in the ***Night Audit*** chapter. However, some customers track a total receivable for credit card companies that are not deposited as cash. This chapter covers treating credit cards as receivables, including:

Creating a Credit Card Master
Creating Transaction Codes
Posting Charges to the Credit Card Master
Credit Card Fee Splits
Printing a Balance Forward Statement
Taking Payments on the Credit Card Master
Credit Card Reports

These steps are NOT necessary if your property treats all credit card payments as cash

CREATING A CREDIT CARD MASTER

RDP pre-installs the following credit card masters:

American Express

Carte Blanche

Diners

Discover

MasterCard

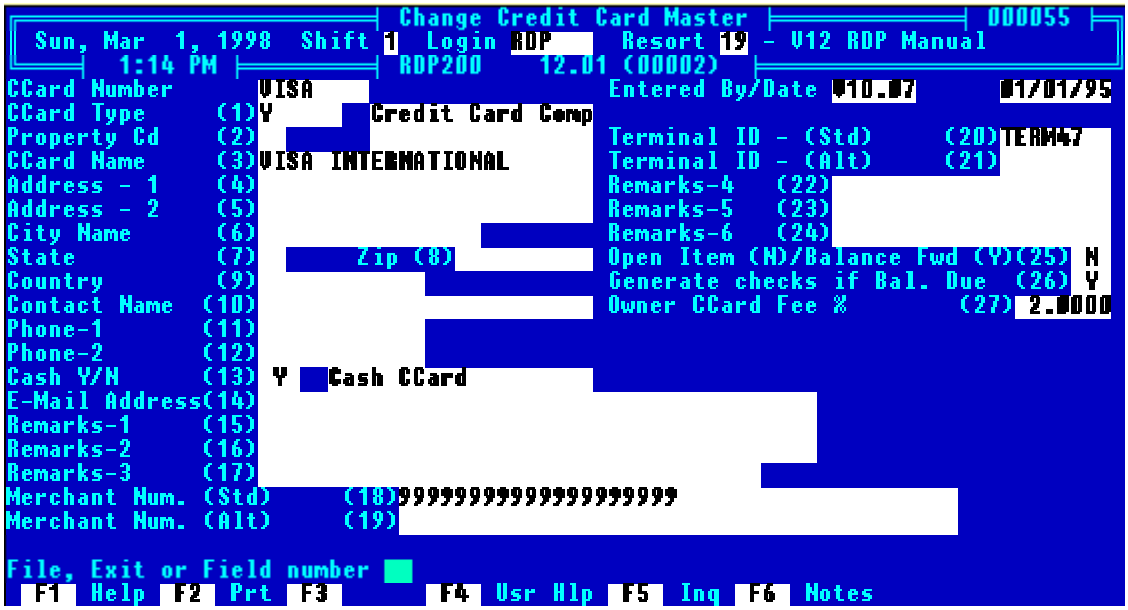
JAL Card

JCB Card

VISA

If a pre-installed credit card is not used, keeping it in the system will not inhibit system performance.

Because RDP verifies credit card numbers as part of the reservation process, new credit card masters can only be added by RDP Support personnel. Please contact RDP Support if a new credit card master is necessary.

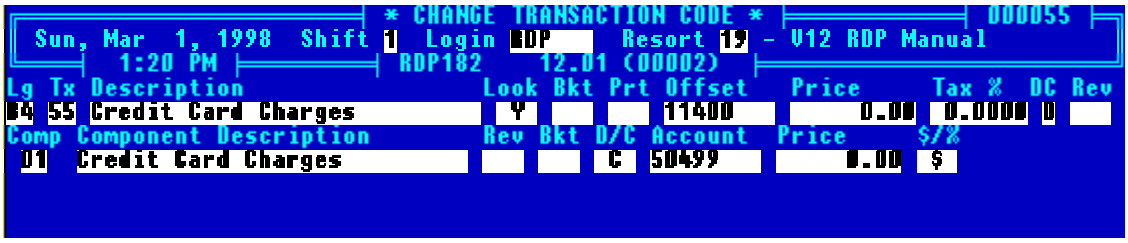

Change Credit Card Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:14 PM RDP200 12.01 (00002)
CCard Number VISA
CCard Type (1) Y Credit Card Comp
Property Cd (2)
CCard Name (3) VISA INTERNATIONAL
Address - 1 (4)
Address - 2 (5)
City Name (6)
State (7) Zip (8)
Country (9)
Contact Name (10)
Phone-1 (11)
Phone-2 (12)
Cash Y/N (13) Y Cash CCard
E-Mail Address (14)
Remarks-1 (15)
Remarks-2 (16)
Remarks-3 (17)
Merchant Num. (Std) (18) 9999999999999999999
Merchant Num. (Alt) (19)
Entered By/Date V10.07 01/01/95
Terminal ID - (Std) (20) TERM47
Terminal ID - (Alt) (21)
Remarks-4 (22)
Remarks-5 (23)
Remarks-6 (24)
Open Item (N)/Balance Fwd (Y) (25) N
Generate checks if Bal. Due (26) Y
Owner CCard Fee % (27) 2.0000
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

Enter an “N” in field number 13 - Cash Y/N for any cards treated as receivables. Fields 18 - 21 are used specifically for the Southern DataComm Credit Card Interface. Please see the ***Optional Modules*** section for more information regarding this interface. Typically, fields 25 (statement type) and 26 (Generate checks..) are set to “N”.

Make any changes to the credit card master using option “202” - “Change Credit Card Master” on the Credit Card Master & History Menu (7). Use option 202 for adding address and phone information in addition to contact names and remarks.

B4 TRANSACTION CODES

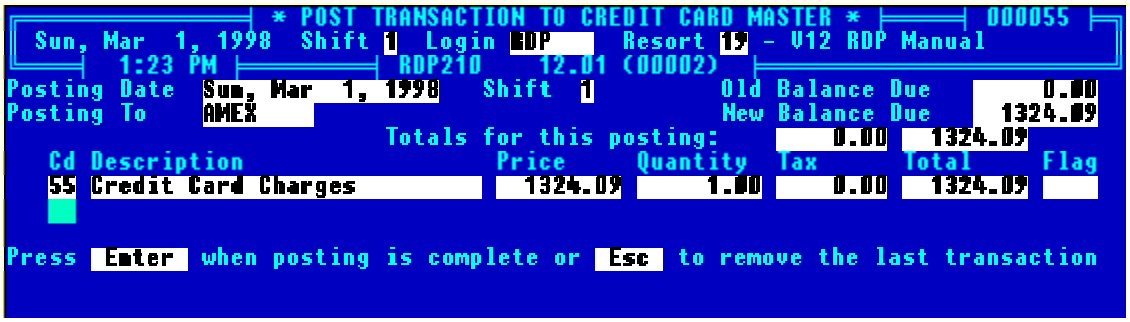
In order to post credit card receivables, first define a transaction code in the B4 - Credit Card ledger. Use option “182-2” - “Add Transaction Code” from the System Manager Menu to add the transaction code. The completed transaction code looks similar to the following:


* CHANGE TRANSACTION CODE *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:20 PM RDP182 12.01 (00002)
Lg Tx Description Look Bkt Prt Offset Price Tax % DC Rev
B4 55 Credit Card Charges Y 11400 0.00 0.0000 D
Comp Component Description Rev Bkt D/C Account Price $/%
01 Credit Card Charges C 50499 0.00 $

*See the **System Administrator** chapter for additional transaction code information.*

POST CHARGES TO THE CREDIT CARD MASTER

Nightly, the total receivable balance is charged to each receivable credit card master by posting the B4 transaction code created above. Use option “210” - “Post Charge to a Credit Card Company” from the Credit Card Master & History Menu. Enter the credit card name or number and a posting screen similar to the one described in the ***Front Desk*** chapter displays. Post the outstanding balance using the B4 transaction code defined in option 182-2. File the transaction.


* POST TRANSACTION TO CREDIT CARD MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:23 PM RDP210 12.01 (00002)
Posting Date Sun, Mar 1, 1998 Shift 1
Old Balance Due 0.00
Posting To AMEX
New Balance Due 1324.09
Totals for this posting: 0.00 1324.09
Cd Description Price Quantity Tax Total Flag
55 Credit Card Charges 1324.09 1.00 0.00 1324.09
Press Enter when posting is complete or Esc to remove the last transaction

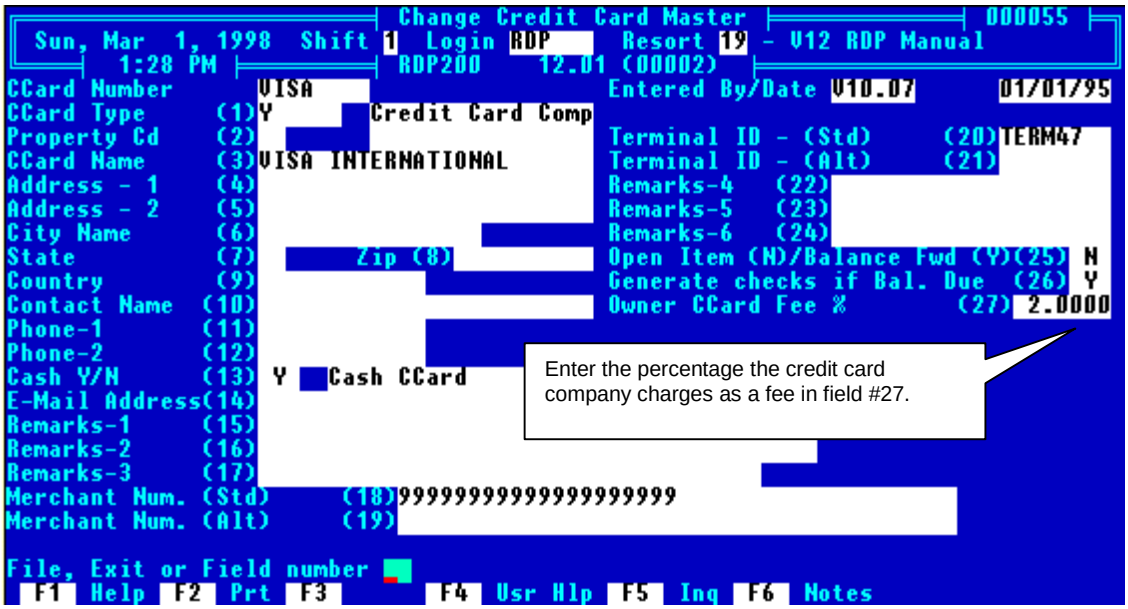
CREDIT CARD FEE SPLITS

Use the RDP system to split any applicable credit card fees between the management company and owners (timeshare and condominium). In order to activate this feature follow these steps:

1. Enter the correct setting for switch 420-14:

Entry	Action
P	Owner pays the entire credit card fee.
M	Management pays the entire credit card fee.
S	The credit card fee is split between the owner and management company based on the owner’s revenue split (pay code).
E	The credit card fee is evenly split between the owner and management company.

2. Enter the credit card fee percentage in field #28, Owner CCard Fee %.


Change Credit Card Master
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:28 PM RDP200 12.01 (00002)
CCard Number VISA
CCard Type (1)Y Credit Card Comp
Property Cd (2)
CCard Name (3)VISA INTERNATIONAL
Address - 1 (4)
Address - 2 (5)
City Name (6)
State (7) Zip (8)
Country (9)
Contact Name (10)
Phone-1 (11)
Phone-2 (12)
Cash Y/N (13) Y Cash CCard
E-Mail Address(14)
Remarks-1 (15)
Remarks-2 (16)
Remarks-3 (17)
Merchant Num. (Std) (18)9999999999999999999
Merchant Num. (Alt) (19)
Entered By/Date V10.07 01/01/95
Terminal ID - (Std) (20)TERM47
Terminal ID - (Alt) (21)
Remarks-4 (22)
Remarks-5 (23)
Remarks-6 (24)
Open Item (N)/Balance Fwd (Y)(25) N
Generate checks if Bal. Due (26) Y
Owner CCard Fee % (27) 2.0000
Enter the percentage the credit card company charges as a fee in field #27.
File, Exit or Field number
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq F6 Notes

PRINT A BALANCE FORWARD STATEMENT

Print a credit card company statement using option “564” - “Statements - Balance Forward” from the Credit Card Master & History Menu. Option 564 details each new transaction posted since the last time credit card company statements were closed plus a balance forward amount in order to arrive at the total balance due. The balance due figure is the total of all outstanding credit card receivables.

Use the following steps for printing balance forward credit card statements.

1. Choose option “564” - “Statements - Balance Forward” from the Credit Card Master & History Menu (7).

2. Define a range of credit card companies, by name or number.

3. Choose a statement mode:

```
A - Print new activity since last statement
B - Reprint a previous statement that has already been closed
```

4. The system prompts:

```
No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N)
```

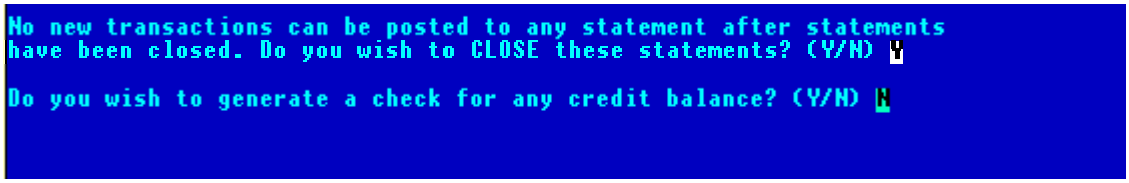
In order to post corrections, RDP recommends reviewing statements prior to closing.

5. Enter an ending statement date. The default ending statement date equals today’s system date.

A sample credit card statement follows:

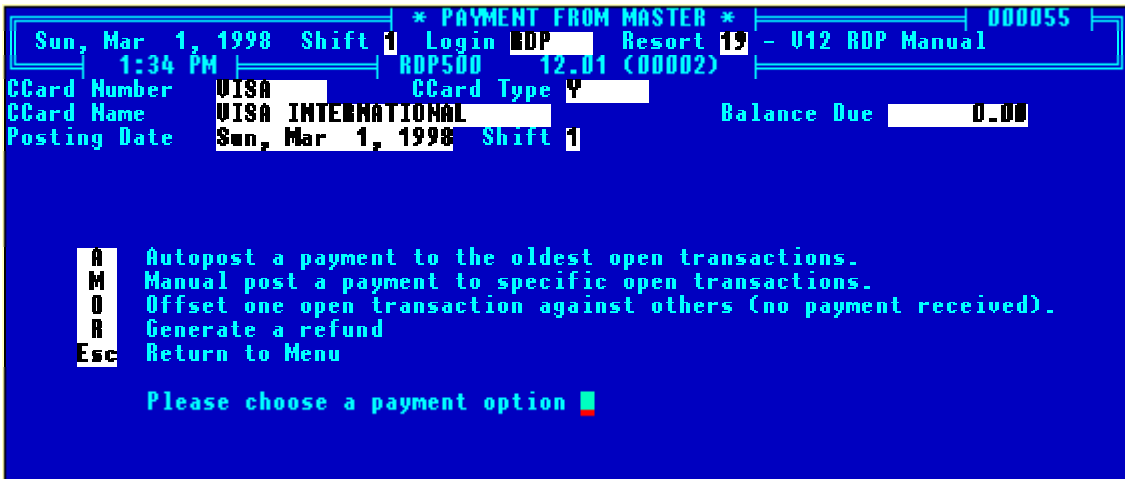
```
The Harbor Inn on Nantucket
P.O. Drawer 0980
Nantucket, MA 09897


       VISA INTERNATIONAL                          Date   03/01/98
                                                   Number VISA



-------------------------CREDIT CARD CHARGES ----------------------------

Date  Code Description                  Charge     Tax    Total
----- ---- ---------------------------- ---------- ------ ----------
03/01 B430 Credit Card Charges             1324.09   0.00    1324.09
03/02 B430 Credit Card Charges             3098.00   0.00    3098.00
03/03 B430 Credit Card Charges             1209.00   0.00    1209.00
                                                           ==========
Direct Charge Activity from 03/01/98 to 03/03/98              5631.09


STATEMENT SUMMARY
-----------------
Balance as of 03/01/98                                              0.00
Direct Charge Activity from 03/01/98 to 03/03/98                 5631.09
                                                                ============
Total balance due The Harbor Inn on Nantucket        Please remit    5631.09
```

After reviewing the statement for accuracy against each day's credit card receipts, use option 564 again, this time answering "Y" to close statements and "N" to generate checks.


No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N) Y
Do you wish to generate a check for any credit balance? (Y/N) N

TAKING PAYMENTS WITH OPTION 500

When credit card companies credit the property with a payment, record the activity in option "500" - "Post a Payment from a Credit Card". Enter the credit card company by name or number and the system displays the following payment options:


* PAYMENT FROM MASTER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
1:34 PM RDP500 12.01 (00002)
CCard Number VISA CCard Type V
CCard Name VISA INTERNATIONAL
Balance Due 0.00
Posting Date Sun, Mar 1, 1998 Shift 1
A Autopost a payment to the oldest open transactions.
M Manual post a payment to specific open transactions.
O Offset one open transaction against others (no payment received).
R Generate a refund
Esc Return to Menu
Please choose a payment option

Since receivable credit cards utilize balance forward statements, choose option "A" - "*Autopost* a payment to the oldest open transactions". Choosing autopost applies the payment amount against the entire balance due, as opposed to a manual payment where the amount is applied to individual open charges. (See the ***Groups & Conferences*** chapter for more information on manual payments) After choosing option "A", the system prompts for the payments method. Enter the appropriate method and file the transaction. The payment is allocated towards the total balance due, reducing the credit card receivable.

CREDIT CARD REPORTS

In addition to statements, there are two receivable reports on the Credit Card Master & History Menu - the "510" - "City Ledger - Detail" report and the "516" - "City Ledger - One Line" report. If credit cards are treated as receivables, print the 510 report nightly in order to balance the B4 - Credit Card ledger. Print the 516 if questions arise regarding balances on the 510 total report. A sample 516 - City Ledger - Detail follows:

```
Condominium Control System                                    19     08:25:38  Sat, Mar  7, 1998 (9803)
Report: 400-517   Credit Card Receivables          Seq: Numeric                                  Page  1

  Number   Name                   Balance Due  Age   Phone        City
  -------- ---------------------- ------------ ----- ------------ ---------------
  VISA     VISA INTERNATIONAL           7297.77     0

  Date      Code  Sequence Description                    Amount   Tax   Total Amt.  Balance Due   Age
  03/01/98  B430  00001832 Credit Card Charges            1324.09   0.00     1324.09       324.09     0
  03/02/98  B430  00001835 Credit Card Charges            3098.00   0.00     3098.00      3098.00     0
  03/03/98  B430  00001836 Credit Card Charges            1209.00   0.00     1209.00      1209.00     0
  03/04/98  B430  00001840 Credit Card Charges            1025.32   0.00     1025.32      1025.32     0
  03/05/98  B430  00001841 Credit Card Charges             654.36   0.00      654.36       654.36     0
  03/06/98  B430  00001842 Credit Card Charges             987.00   0.00      987.00       987.00     0

  Total Due     Current       Over 30       Over 60       Over 90       Over 120
  ------------  ------------  ------------  ------------  ------------  ------------
       7297.77    7297.77          0.00          0.00          0.00          0.00
```

CHECK MAINTENANCE

OVERVIEW

Print deposit refund, travel agent commission, and owner revenue checks through menu “80” - “Check Maintenance” from the RDP Main Functions menu. In addition to printing checks, use menu 80 to mark checks as reconciled, re-prints checks, and print reports displaying the breakdown of existing checks and vouchers.

Two terms are often confused in discussions concerning checks and the RDP system, *vouchers* and checks. A voucher is created when the system prompts to print a check. For example, a reservation with an advance deposit cancels, and the deposit is refunded by check, the system prompts:

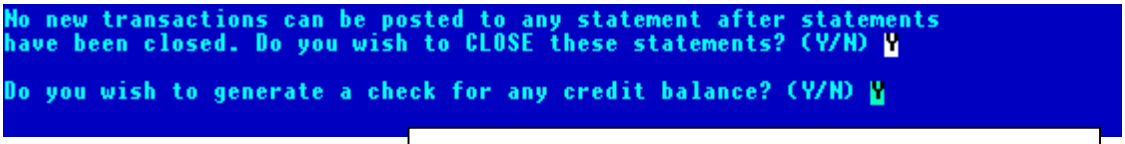
By answering YES to this question, the system creates a voucher in the check queue. This voucher can be accessed by voucher number but not by check number (one has not been assigned yet). Once a check is printed, it can be accessed by either RDP voucher number or RDP check number.

This chapter details checks and vouchers within the RDP system, topics include:

Creating Vouchers
Displaying/Changing/and Reconciling Checks
Check Status Codes
Printing Checks
Check Reports

CREATING VOUCHERS

Vouchers are created for reservations, owners, groups, travel agents, and credit cards. Vouchers for owners, groups, travel agents, and credit cards are created when balance forward statements are closed and the following question is answered “YES”:

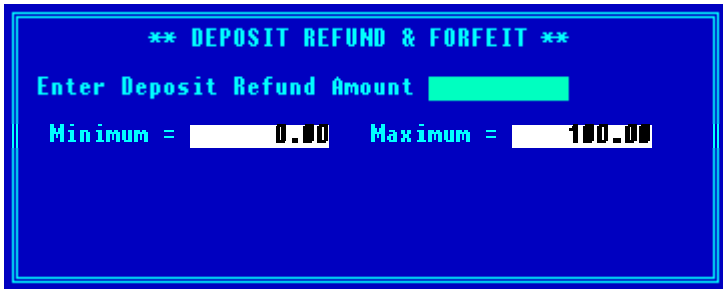

No new transactions can be posted to any statement after statements
have been closed. Do you wish to CLOSE these statements? (Y/N) Y
Do you wish to generate a check for any credit balance? (Y/N) Y

Answering “YES” generates a voucher for the applicable entity.

There are two ways to generate reservation vouchers:

1. Cancel a reservation with an advance deposit.

Canceling a reservation with an advance deposit generates the following prompts:



Enter the amount of the refund. Any refund generated with a payment type of "2=Check" displays the following prompt:

By answering YES, the system creates a reservation voucher in the check queue.

2. The second method for creating a reservation voucher is to check a reservation out with a credit balance.

When a reservation checks out with a credit balance due, accepting the default, or entering any portion of the negative amount and choosing a refund type of "2=Check" generates the identical printing prompt seen above.

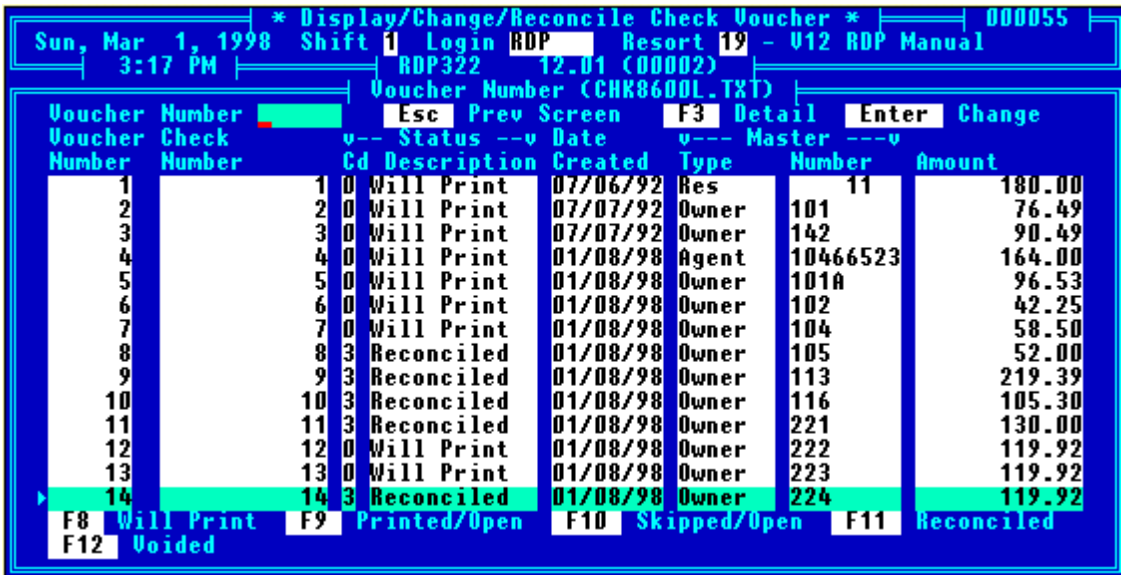
By answering YES, the system creates a reservation voucher in the check queue.

DISPLAY/CHANGE/RECONCILE CHECKS

View the check queue through menu "80" - "Check Maintenance". From menu 80, choose option "321" - "Display/Change/Reconcile Checks" to view check sequences by RDP voucher number, check number, master type/number, date created, and date printed.

Voucher Number

Before a check number is assigned, view checks by RDP voucher number. The voucher number is an identifier that is cross-referenced throughout the life of the check. Because a check number is not assigned until printing, the voucher number serves as an easy form of identification. For example, listing the check queue by voucher number displays entries with both check and voucher numbers.


* Display/Change/Reconcile Check Voucher * 000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:17 PM RDP322 12.01 (00002)
Voucher Number (CHK860DL.TXT)
Voucher Number Esc Prev Screen F3 Detail Enter Change
Voucher Number | Check Number | Cd | Status Description | Date Created | Master Type | Master Number | Amount
1 | 1 | 0 | Will Print | 07/06/92 | Res | 11 | 180.00
2 | 2 | 0 | Will Print | 07/07/92 | Owner | 101 | 76.49
3 | 3 | 0 | Will Print | 07/07/92 | Owner | 142 | 90.49
4 | 4 | 0 | Will Print | 01/08/98 | Agent | 10466523 | 164.00
5 | 5 | 0 | Will Print | 01/08/98 | Owner | 101A | 96.53
6 | 6 | 0 | Will Print | 01/08/98 | Owner | 102 | 42.25
7 | 7 | 0 | Will Print | 01/08/98 | Owner | 104 | 58.50
8 | 8 | 3 | Reconciled | 01/08/98 | Owner | 105 | 52.00
9 | 9 | 3 | Reconciled | 01/08/98 | Owner | 113 | 219.39
10 | 10 | 3 | Reconciled | 01/08/98 | Owner | 116 | 105.30
11 | 11 | 3 | Reconciled | 01/08/98 | Owner | 221 | 130.00
12 | 12 | 0 | Will Print | 01/08/98 | Owner | 222 | 119.92
13 | 13 | 0 | Will Print | 01/08/98 | Owner | 223 | 119.92
14 | 14 | 3 | Reconciled | 01/08/98 | Owner | 224 | 119.92
F8 Will Print F9 Printed/Open F10 Skipped/Open F11 Reconciled
F12 Voided

Check Number

Viewing the check queue by check number displays the list in check number sequence, eliminating any vouchers without check numbers.

Master Type/Number

Displaying the check queue in option “321” - “Display/Change/Reconcile Checks” by master type/number lists all checks and vouchers by type. Types are listed above and include reservations, owners, groups, travel agents and credit cards. The list is sorted by RDP data file number, beginning with owners (file 71) and followed by groups (72), travel agents (73), credit cards (74), and reservations (80).

Date Created/Printed

The date created references the voucher’s RDP creation date, i.e. - the date a reservtion was canceled. The date printed references the RDP system date the check was printed, and a check number assigned.

CHECK STATUS CODES

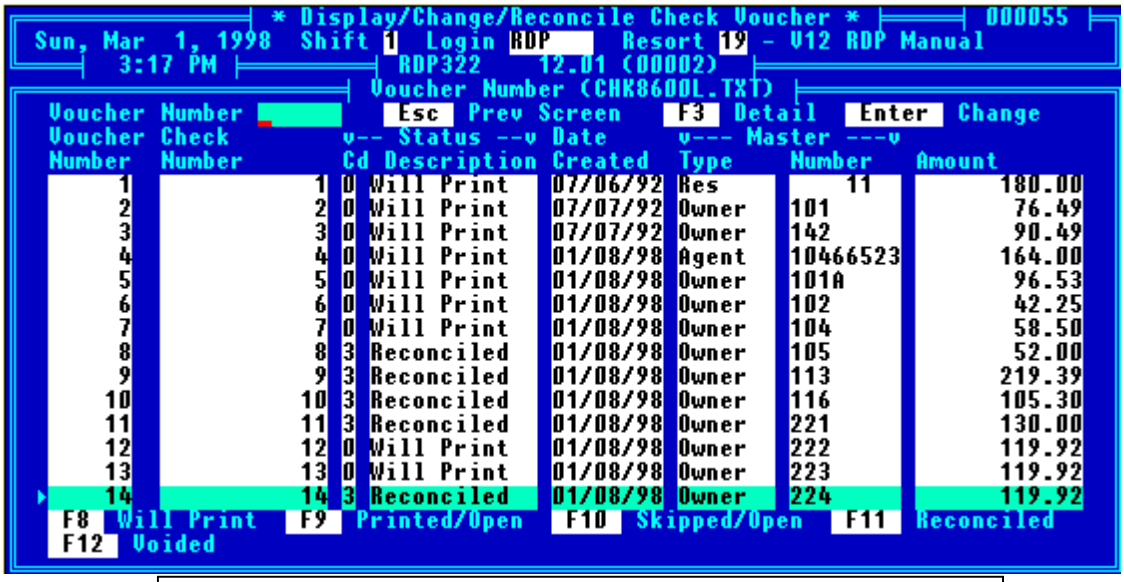
Status codes identify the current stage of the check's life cycle, and include:

Status Code	Stage
0	Will Print. A status of 0 describes a voucher that has not yet been printed. When new checks are printed with option 323, all checks with a status of 0 are printed.
1	Printed/Open. Status Code 1 describes checks which have been printed but not yet reconciled with a bank statement.
2	Skipped/Open. It is possible to skip a check when printing new checks with option 323. Skipping a check keeps it in the queue without assigning a check number. Therefore, the status may be changed back to 0 - Will Print and the check printed on a later date.
3	Reconciled. Mark a check reconciled after it has been checked against a bank statement.
9	Voided. Mark a check as voided when it should never be printed from the RDP system.

Changing Statuses

Change RDP check statuses In option "321" - "Display/Change/Reconcile Checks". After accessing the check queue, the following keys are active:

Entry	Action
<F8>	Will Print. Changes the check to a status of "0".
<F9>	Printed/Open. Changes the check to a status of "1".
<F10>	Skipped/Open. Changes the check to a status of "2".
<F11>	Reconciled. Changes the check to a status of "3".
<F12>	Voided. Changes the check to a status of "9".


* Display/Change/Reconcile Check Voucher *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:17 PM RDP322 12.01 (00002)
Voucher Number (CHK8600L.TXT)
Voucher Number
Esc Prev Screen F3 Detail Enter Change
Voucher Number | Check Number | v-- Status --v Cd | Description | Date Created | v--- Master ---v Type | Number | Amount
1 1 0 Will Print 07/06/92 Res 11 180.00
2 2 0 Will Print 07/07/92 Owner 101 76.49
3 3 0 Will Print 07/07/92 Owner 142 90.49
4 4 0 Will Print 01/08/98 Agent 10466523 164.00
5 5 0 Will Print 01/08/98 Owner 101A 96.53
6 6 0 Will Print 01/08/98 Owner 102 42.25
7 7 0 Will Print 01/08/98 Owner 104 58.50
8 8 3 Reconciled 01/08/98 Owner 105 52.00
9 9 3 Reconciled 01/08/98 Owner 113 219.39
10 10 3 Reconciled 01/08/98 Owner 116 105.30
11 11 3 Reconciled 01/08/98 Owner 221 130.00
12 12 0 Will Print 01/08/98 Owner 222 119.92
13 13 0 Will Print 01/08/98 Owner 223 119.92
14 14 3 Reconciled 01/08/98 Owner 224 119.92
F8 Will Print F9 Printed/Open F10 Skipped/Open F11 Reconciled
F12 Voided

<F8>, <F9>, <F10>, <F11>, and <F12> are all active when listing the check queue.

Quickly change all checks from a status of "Will Print" to a status of "Skipped/Open" with option "325" - "Mark all Checks as Printed".

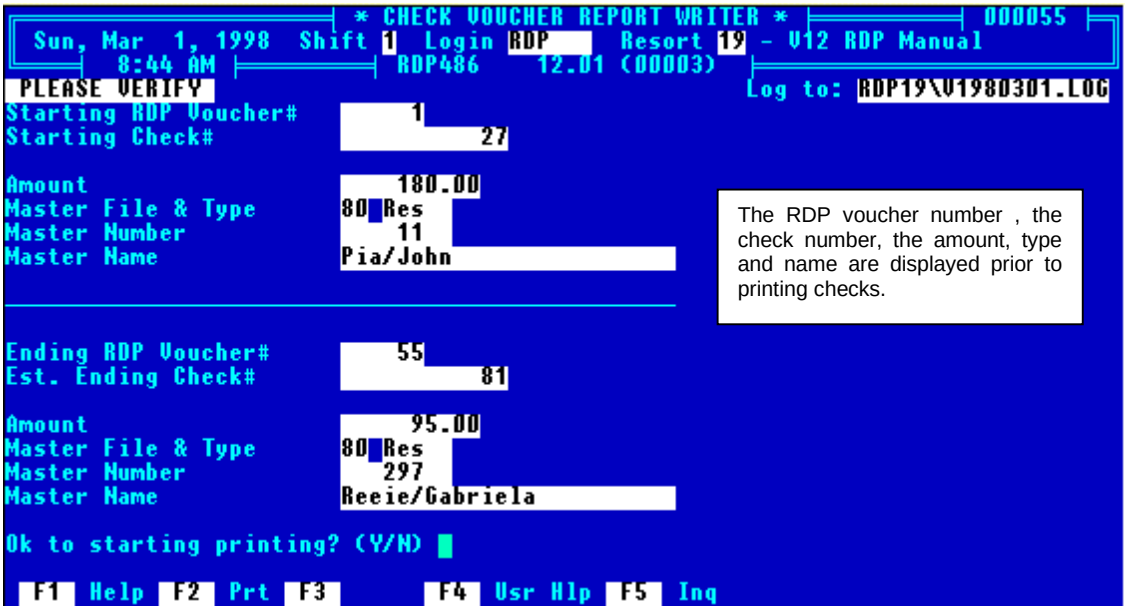
PRINTING CHECKS

Print checks with option "323" - "Print New Checks (Status =0)" from the Check Maintenance menu. Option 323 prints all check with a status equal to zero (will print). Use option 321 described above to view all checks that will be printed with option 323. Option 323 first displays a reminder to load check stock into the printer:

Please load your checks. Remember to use option 322 to print
a test check for alignment. Press Enter to print checks
or Esc to return to the option screen.

Use option 322 to print a test check, insuring the paper is aligned correctly. Once the paper is aligned correctly, press <ENTER> to bypass the reminder and choose a printer. Next, the system prompts for a starting check number. RDP is flexible enough to allow any range of check numbers to be assigned to a check run.

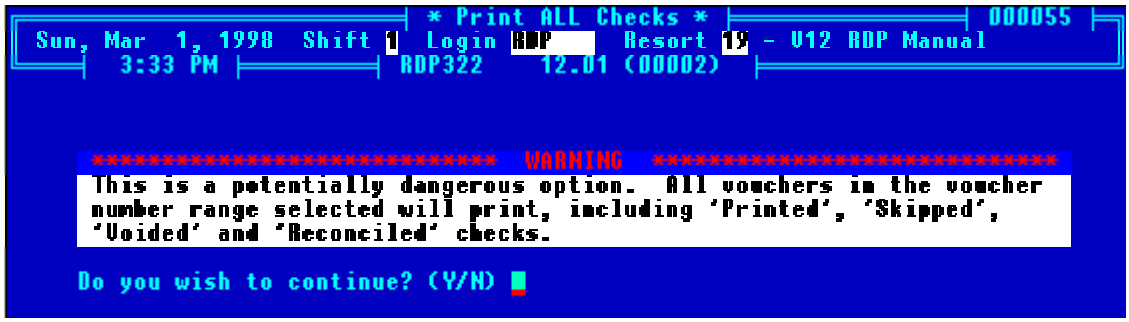
The system stores the last check number used in option 323, and the default equals the next number in that range. If a new check number should be used, enter it here. Next, the system displays a recap of each check that will print, verify this information and answer "Y" to continue.


* CHECK VOUCHER REPORT WRITER *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
8:44 AM RDP486 12.01 (00003)
PLEASE VERIFY
Log to: RDP19\V1980301.LOG
Starting RDP Voucher# 1
Starting Check# 27
Amount 180.00
Master File & Type 80 Res
Master Number 11
Master Name Pia/John
Ending RDP Voucher# 55
Est. Ending Check# 81
Amount 95.00
Master File & Type 80 Res
Master Number 297
Master Name Reeie/Gabriela
Ok to starting printing? (Y/N)
F1 Help F2 Prt F3 F4 Usr Hlp F5 Inq

The RDP voucher number , the check number, the amount, type and name are displayed prior to printing checks.

Re-Printing Checks

Re-print checks with option “324” - “Re-Print Checks” from the Check Maintenance menu. Option 324 is a powerful tool which reprints checks in any voucher number range. Be aware that every voucher in the range will be re-printed, regardless of its status! The following warning in option 324 reinforces this fact:


* Print ALL Checks *
000055
Sun, Mar 1, 1998 Shift 1 Login RDP Resort 19 - V12 RDP Manual
3:33 PM RDP322 12.01 (00002)
WARNING
This is a potentially dangerous option. All vouchers in the voucher number range selected will print, including 'Printed', 'Skipped', 'Voided' and 'Reconciled' checks.
Do you wish to continue? (Y/N)

To continue with the re-print, answer “Y”. Next, the system displays the reminder for loading check stock in to the appropriate printer. Once the checks are loaded and aligned, choose the appropriate printer and enter a range of voucher numbers. Use option 321 to display checks by voucher number.

☒ ***All checks in the voucher range will print, regardless of status!***

CHECK REPORTS

Use the standard reports on menu 80 to print the check queue by various statuses, including voucher number, check number, and date. In addition, checks can be viewed by master type - owners, groups, travel agents, and credit cards. Finally, use report “632” - “Open Checks” to reconcile a bank statement. A sample report “624” - “Owner Checks” follows for all owner checks with a status of “Will Print”.

Condominium Control System 11:55:38 Sun, Mar 1, 1998
Report: 486-624 Owner Checks Sequence: Master Number Resort: 19 Page 1

Owner#	Owner Name	Vouch#	Status	Check#	Amount	Description	Created	Date Printed	Date Usr	Program	Tx Seq#
414	Kristin Benson	48	0 Will Print		213.20	Settlement: 0	02/03/98		GM	RDP450	00001250
415	Jeffrey Marcus	49	0 Will Print		213.20	Settlement: 0	02/03/98		GM	RDP450	00001254
506	Dean Wermer	50	0 Will Print		106.60	Settlement: 0	02/03/98		GM	RDP450	00001258
507	Shaggy Bombastic	51	0 Will Print		106.60	Settlement: 0	02/03/98		GM	RDP450	00001262
508	Al Cervik	52	0 Will Print		106.60	Settlement: 0	02/03/98		GM	RDP450	00001266
509	Danny Noonan	53	0 Will Print		106.60	Settlement: 0	02/03/98		GM	RDP450	00001270
510	Frank Sockman	54	0 Will Print		106.60	Settlement: 0	02/03/98		GM	RDP450	00001274

Total Check Voucher = 7 Total Amount = 959.40

Note the blank check number on all vouchers with a status of “0” -“Will Print”.

GLOSSARY

900 Explode - The process which moves transaction detail to the totals file, from which month-to-date and year-to-date totals can be generated.

Active History - Checked-out reservations remain in active history for a user-defined number of days, defined in C1 sub-record 910. Reservations in active history display in options 120 and 131.

Advance Deposit Ledger (B1) - All advance deposit transactions effect the advance deposit ledger, with either a debit or a credit. The total of the advance deposit ledger equals the total advance deposit liability.

Arrow Keys - The directional arrow keys scroll the cursor through lists of data, either up, down, left, or right.

Autopost - Payments can be applied to groups, owners, travel agents, and credit cards using the autopost method. This method applies the payment amount towards the total balance due, as opposed to specific open invoices. Masters who use the autopost method also receive balance forward statements.

Back Office GL System - The RDP system transfers general ledger account number totals to a third party back office system on a daily basis. Back office accounting systems include ACCPAC, MAS90, Peachtree, and Great Plains.

Backup Mode - Interface workstations (call accounting, movies) do not post charges when they are in backup mode. All charges are held in a queue in order to balance the RDP system.

Balancing Reports - The 766 (Advance Deposit Detail), 768 (Guest Ledger - Balance Due), 769 (Checked-Out with a Balance Due), and 516's (Groups, Owners, Credit Cards, and Travel Agents) are used to balance the RDP ledgers during the night audit.

BTRIEVE - RDP's record manager. BTRIEVE organizes records in the RDP database and retrieves records for queries, i.e. - availability and reports.

Capture (142) - Selects a reservation for changes in the Reservation Tape Chart, i.e. - extend/shorten stays, room moves. <F9> captures the reservation.

Change Individual/Group Res. Screen - The screen used in options 120 and 131 for accessing reservations by name, number, or room number (checked in reservations).

Check-In Power User Menu - The mini-menu accessed by pressing <F3> in RDP120. The power user menu allows users to change reservations, post charges, and take payments.

Check-Out Power User Menu - The check-out power user menu in RDP131 is accessed by pressing <F3>. As with the RDP120 power user menu, reservations can be changed, charged, and credited with the RDP131 power user menu. In addition, use the RDP131 power user menu to check reservations out and refund security deposits.

City Ledger - A synonym for a receivable category, i.e. - group receivables (group city ledger).

Credit Card Ledger (B4) - Any transaction activity posted directly to a credit card master either debits or credits the credit card ledger. The total of the credit card ledger equals the total of credit card receivables.

Customer Serial Number - The customer serial number is a unique property identifier for RDP personnel. When calling RDP support, identify your property by the serial number found on the RDP login screen.

Default - The option chosen by pressing <ENTER>. Many times the system provides the most likely choice as the default, and this choice can be accepted by pressing <ENTER>.

Default Pay Code - The most likely group, owner, or travel agent pay code can be accepted by pressing <ENTER>.

Departures - Reservations with a departure date less than or equal to today's date.

Display Date - The beginning date for availability displays in options 143, 173, and 551.

DOS Editor - A text editor used for creating and modifying report forms and batch files. Access the DOS editor by typing "EDIT" from the DOS prompt.

Executable Program - A program that executes a specific command. For example, the executable program RDP000 starts RDP. All RDP executable programs are stored in the RDP directory.

Extended Cost - Price multiplied by quantity.

Guest requests (Data) - The nine three character fields which describe a room, i.e. - floor, view, bedding, smoking/non-smoking.

Fields - Inverse video areas on screens where data is entered. Data fields are usually characterized by numbers in parenthesis.

Files - Data entered in fields is stored in RDP data files, located in the RDPXX sub-directory (Where XX equals the resort number). Data files include HRESERVE.DAT, HEXPENSE.DAT, and AGENTS.DAT.

Fileserver - Hardware and software that together provide file handling and storage functions for multiple users on a local area network. Storing files on a server saves having multiple copies stored on individual computers, thus economizing on disk space and simplifying the administration and updating of files.

Full Screen Change Mode - Every field on both reservation screens is displayed in full screen change mode. Use <PAGEUP> and <PAGEDOWN> to toggle between the two screens.

Function Keys - The "F" keys (<F1> - <F12>) on the computer keyboard which have been programmed to perform certain functions, i.e. - pressing <F3> displays a list of possible choices.

Group Leader Folio - The group leader folio lists all charges paid by the group leader. The folio can be printed in six different formats prior to arrival, while the guest is checked in, and after checkout.

Group Ledger (B3) - All transactions posted to a group master, including charges, payments, and transfers effect the group ledger with either a debit or a credit. The total of the group ledger equals total group receivables.

Group Master Record - Any entity which requires a block of rooms, statistical reservation tracking, or an aged A/R statement should be defined as a group master record through option 200 on the Group Master Menu (6).

Group Master Pay Code - The group master pay code determines which charges will be transferred to the group master record upon checkout. Pay codes are defined to pay for room charges, other charge 1 and/or other charge 2.

Guest History Database - The guest history database stores one record for each guest who has stayed at the property. Records are transferred to guest history through the reservation process or can be added directly with option 200 on the Past Guest master & History Menu (9).

Guest Ledger (B2) - All transactions posted to a checked-in or checked out reservation, including charges, payments, and transfers effect the guest ledger with either a debit or a credit. The total of the guest ledger equals the total balance due from all checked in and checked out guests.

Highlight Bar - The highlight bar moves between menu options using the directional arrow keys. Pressing <ENTER> chooses the highlighted menu option.

Keys(995) - 995 - Reset Availability rebuilds the reservation keys, including future, current, and past. These keys allow reservations to be quickly accessed according to type (future, current, past) when using <F5 - INQUIRE> or printing reservation reports.

Live - Refers to the point in time during a system installation when all activity is run through the RDP system, including check-ins/outs, postings, payments, and a night audit.

Lockoff Units - Lockoff units may be sold as one large unit or modularly as smaller units. For example a three-bedroom condominium can be sold as a three-bedroom unit, three one-bedroom units, or a two bedroom and a one-bedroom unit.

Master Lockoff - The master lockoff is the largest room combination for a lockoff unit. For example, if a three-bedroom unit can be sold as three one-bedroom units, the three-bedroom unit is considered the master lockoff.

Non-Active History - Reservations that have been checked-out for more than the specified number of days in the 910 C1 sub-record without a balance due are transferred to non-active history. Non-active history is an "archived" reservation file which can be viewed at any time through <F5 - INQUIRE>. Reservations in non-active history *do not* appear in RDP120 or RDP131.

Non-Deduct Travel Agent - A non-deduct travel agent books a reservation and receives a commission check from the property.

Occupancy Reason - The statistical module counts occupied rooms based on their occupancy reason. "Occupied" rooms count in statistics, whereas rooms with an occupancy reason of "Maintenance" or "Multiple" do not count.

Occupancy Value - Used for assigning a statistical value to a room.

Occupied Status (Hskpg) - The reservation's status currently occupying a room, i.e. - Departure, Stayover, Check-out.

Open Item Statements - A statement type listing reservations with a balance due greater than zero. Widely used for groups and companies.

Owner Ledger (B7) - All transactions posted to an owner including direct charges, payments, revenue and management fees effect the owner ledger with either a debit or a credit. The total of the owner ledger equals total owner payables.

Password - An eight character identifier which confirms an RDP user's identity. Passwords can be letters and/or numbers up to eight characters.

Personal Computer - A general purpose single-user microcomputer designed to be operated by one person at a time, i.e. - the computer at the front desk.

Power User Menu - *See Check-In Power User Menu and checkout Power User Menu.*

Qualifier - A means of filtering data on reports. For example, it is possible to print a report for future reservations with a state code of "CO". In this case, the qualifier would be
State Code = CO.

RDP Login - A unique identifier used to access the RDP system. Activity can be tracked by the RDP login name and initials.

RDP Prompt - ?:\RDP>. Where the "?" is replaced by the network (or local) drive where the RDP system files are stored. For example,
F:\RDP>.

Records - Records are accessed by name or number (or room number for checked in reservations). A record can be a reservation, group master, travel agent, owner, credit card master, unit, or past guest. Each record can have transactions and notes attached to it.

Reservation Completion Box - Upon completing a new reservation, RDP displays a reservation completion box, displaying the reservation number, arrival date, and number of nights. In addition, options exist for creating a sharewith reservation, reserving an additional room, printing registrations and confirmations, changing the current reservation, or making another reservation.

Reservation Power Menu - *See Check-in Power User Menu.*

Resorts Screen - The first screen displayed after launching RDP. The Resorts screen lists each possible property along with a corresponding number.

Reservation Type - Identifies the reservation's occupancy status, i.e. - future, in-house, checked-out, or canceled. Types range from
1 - 9.

Seasons - Groupings of dates with similar rate structures. Rates are defined according to seasons.

Sharewith - Two or more people sharing the same room.

Statement Marker - Represents the date a balance forward statement was closed. A system generated B?D@ transaction code. (Replace the "?" with the appropriate ledger, i.e. - B3, B4, B6, or B7)

Tape Backup - A system copy made to a high speed tape. RDP requires a nightly tape backup.

Tape Chart - The reservation tape chart visually displays availability, similar to manual reservation boards used prior to property management software.

Template (F6 - NOTES) - An <F6 - NOTES> template standardizes the format for inputting reservation, group, and owner notes.

Travel Agent Ledger (B6) - All transactions posted to a travel agent including direct charges, payments, and commissions effect the travel agent ledger with either a debit or a credit. The total of the travel agent ledger equals total travel agent commissions.

Unexploded Transactions - Transactions that have not yet been counted in the month-to-date and year-to-date totals.

Vendor - An entity which provides itinerary activities, i.e. - a golf course or theater.

Voucher - Upon printing, a voucher receives a check number. Vouchers can be viewed in the check queue through option 321 - Display/Change/Reconcile Checks.

Workstation - *See personal computer*

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